



Eastlea Community Centre and Tots 'R' Us Nursery

Stockton Road, Seaham, County Durham, SR7 8DX

Policies & Procedures

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Eastlea Community Centre – A Registered Charity: 1160391
Tots R Us – An Ofsted Registered Nursery EY489173

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Mission Statement – Eastlea Community Centre

To provide activities of interest for a functioning community across the generation spectrum under the four core themes of; Health & Wellbeing, Education & Training, Recreation & Leisure and Support for Employment and Enterprise.

Objects

The objects of the CIO (charity) are set out in the constitution and are summarised as follows:

‘The objects of the CIO are to establish and run a Community Building and to promote for the benefit of the inhabitants of Seaham and surrounding area (“area of benefit”) without distinction of sex, sexual orientation, age, disability, nationality, race or political, religious or other opinions the provision of facilities for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances or for the public at large in the interests of social welfare and with the object of improving the conditions of life of the said inhabitants’.

Nothing in this constitution shall authorise an application of the property of the CIO for the purposes which are not charitable in accordance with [section 7 of the Charities and Trustee Investment (Scotland) Act 2005] and [section 2 of the Charities Act (Northern Ireland) 2008]’.

Objectives and Activities

Eastlea Community Centre is in the Deneside division of County Durham. We serve the immediate and surrounding areas with our vast range of activities to suit the community from birth upwards.

The Centre’s standard opening hours to the public are from 9am to 4pm, Monday to Thursday. We also open at other times, as is required, for classes, groups, events and parties. Our projects and activities cater for all age groups, and include those who may be socially isolated, disabled, elderly or unemployed.

Structure, Governance and Management

Type of Governing Document

Eastlea Community Centre is a constituted Charitable Incorporated Organisation (CIO), registered with the Charity Commission in February 2015 under the charity number 1160391. It was originally constituted in January 1971 as an association under the charity number 507192, then dissolved in March 2015 and a ‘Deed of Transfer’ completed.

Our governing constitution, adopted from the Charity Commission’s ‘Foundation Model’ CIO was last amended 5 November 2014. The ‘Foundation Model’ is for charities whose only voting members will be the charity Trustees.

The Charitable Incorporated Organisation (CIO) is a new legal form for a charity, which is not a limited company or subject to company regulation.

The Charities Act 2011 creates the basic legal framework for the CIO. This framework is completed by regulations:

- The Charitable Incorporated Organisations (General) Regulations 2012
- The Charitable Incorporated Organisations (Insolvency and Dissolution) Regulations 2012

We registered with Information Commissioners Office (ICO) on 9 June 2015. The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

Organisational Structure

The Trustees are responsible for a team of staff, which includes the Centre Manager and Nursery Manager, who report directly to the Trustees. The Centre Manager is responsible for the Centre Auxiliary and Caretaker. The Nursery Manager is responsible for full time and part time Early Years Practitioners and manages the day to day running of the Children's and Young Peoples Services. Both Managers are responsible for volunteers within their respective areas of work.

Trustee Craig Bell is the Nominated Person for the Nursery, registered with Ofsted and line manages the Nursery Manager. Trustee John Bainbridge currently line manages the Centre Manager.

The Trustees are responsible for the control and management of the Centre, give their time freely and receive no remuneration. They meet every six weeks, where discussions and decisions relating to the running of the Centre and its activities are agreed and put into practice. All relevant policies, procedures, constitution, bank account and insurances are in place.

We have a bank of volunteers who give their time and provide invaluable support to either assist our staff or lead in delivering activities and services, which contribute to and enable us to meet our aims and objectives.

We provide work placements for apprenticeships and traineeships.

Our Ethos & Aims – Tots R Us Nursery

To provide a friendly, family-oriented, nurturing and supportive environment in which all children and young people are known as individuals and are equally valued and supported regardless of race, religion, home language, family background, gender, disability and/or learning difficulty.

Our dedicated team at Tots 'R' Us Nursery aim to provide a positive and friendly introduction to play and learning for all children and young people accessing their services. We prepare appropriate areas with different materials and equipment to provide them with a wide range of play and creative activities. Children have free access to explore a wide variety of subjects in a child-centred way. In this way, we encourage them to take a few steps towards independence in a safe and caring environment.

Aims

- Provide a safe environment for children to play and learn
- Enable children and young people to express their feelings
- Provide opportunities for the children and young people to make friends and to trust adults other than family members
- Encourage children and young people to share with others
- Provide stimulating activities and play experiences which they may not have available at home which will enable them to develop physically, intellectually, emotionally and socially and encourage development of language
- Encourage and promote integration of different cultures, and give children and young people positive images of the real world
- Prepare children and young people for their next stage in life
- Provide support to parents/carers
- Provide links with the community and encourage parents/carers to seek professional advice or support for their child should it be necessary
- Allow children and young people to learn at their own pace, offering encouragement to help each child/young person to achieve and reach their fullest potential
- Acknowledge that each child/young person is an individual and has different needs, which will be met to the best of our ability

Part of this safe and caring environment is based on adherence to a set of policies and procedures, which we detail below. They are subject to review in line with changes in the law, regulations and general best practices and meet the legal requirements for the safeguarding and welfare and the learning and development of young children as set out in the Statutory Framework for the Early Years Foundation Stage. They aim to provide parents with a clear understanding of our operations, and carers with a structured operating framework. We encourage all parents and carers to familiarise themselves with our policies.

Policy and Procedure Requirements of the Early Years Foundation Stage

The Statutory Framework for the Early Years Foundation Stage requires that the Nursery must implement and have written copies/records of the following:

- Safeguarding children (to include the procedure to be followed in the event of an allegation being made against a member of staff)
- Staff behaviour
- Use of mobile phones, tablets and E-safety
- Promoting equality of opportunity and for supporting children with special educational needs or disabilities
- Administering medicines, including effective management systems to support individual children with medical needs and respond to children who are ill and infectious
- A risk assessment policy, clearly stating when risk assessments will be carried out, by whom, the date of review and any action taken following a review or incident – there is no requirement for risk assessments to be in writing
- Health and safety relating to accidents, hazards, and faulty equipment
- Behaviour management/physical intervention
- Dealing with concerns and complaints from parents
- Smoking
- The event of a parent failing to collect a child at the appointed time
- The event of a child going missing
- Emergency evacuation of the premises
- Checking the identity of visitors
- Information and Records – The Nursery must maintain records and obtain and share information (with parents and carers, other professionals working with the child, the police, social services and Ofsted or the child-minder agency with which they are registered, as appropriate) to ensure the safe and efficient management of the Nursery, and to help ensure the needs of all children are met
- Information about the child – The Nursery must record the following information for each child in their care: full name; date of birth; name and address of every parent and/or carer who is known to the provider (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; and emergency contact details for parents and/or carers

Abusive Parent/Carer/Visitor Policy

We believe that everyone within the Nursery/Centre community have a right to expect that their environment is a safe place in which to work and learn. Violence, threatening behaviour and abuse against Nursery or Centre staff or other members of the community will not be tolerated, the aim being to achieve zero tolerance of such behaviour.

This policy should be read in conjunction with our Code of Conduct for Parent, Carers and Visitors.

Initial procedure for staff dealing with such behaviour:

- Direct the person(s) away from children and other parent/carers
- Ensure that a **senior** member of staff is alerted immediately and present (if they are available, otherwise the nearest member of staff)
- Ensure that the children are safely supervised
- At any time where it is felt that the situation is becoming dangerous or out of control the police must be informed
- Speak calmly without raising your voice and maintain professionalism
- Be polite and assertive in making it clear that we do not tolerate the behaviour
- Politely terminate the conversation if necessary, explaining your reasons and direct parent/carers to the reception area to speak with a senior member of staff
- Once the person(s) has stopped the behaviour, listen to their concerns and respond appropriately
- Should the person(s) not leave the premises then they should be informed that the police will be called immediately
- Record the details on the incident report form

Where such behaviour does occur from a person(s), we will take the following actions:

- If an incident involving violence, threatening behaviour or abuse does occur then an incident report form will be completed by the member of the Nursery/Centre community against whom the abuse was directed. In the case of this being a child, a member of staff may complete the form on their behalf.
- The Nursery or Centre Manager will speak to the person or persons perpetrating such an incident privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. (Step 1 - Verbal warning)
- If a second incident occurs involving the same person or persons, the Nursery or Centre Manager will write to the person(s) informing them once again that this conduct is unacceptable. (Step 2 – Written warning)
- If a third incident occurs involving the same person(s), the Registered Nominated Person will write to the person(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the Trustees no option but to involve the local authority, which may result in the person(s) being excluded from the premises. (Step 3 – Final written warning)
- If an **initial incident** is considered serious enough by the Nursery or Centre Manager the Trustees will be informed, which may result in the person or persons being excluded from the premises, bypassing Steps 1 to 2. (Step 3 – Final written warning)

The above may result in the person/s being banned from the Nursery/Centre premises, therefore alternative arrangements will have to be made for the dropping off and collection of children. In extreme circumstances the parent/carer will be asked to remove their child.

Staff/children/parents/carers and community members will be offered support and reassurance following the experience where necessary.

Accidents/Incidents/Near-miss (includes Existing Injuries) Policy

At Tots 'R' Us Nursery and Eastlea Community Centre we aim to protect children at all times. We recognise that accidents or incidents may sometimes occur. We follow this policy and procedure to ensure all children, staff and visitors are supported and cared for when accidents or incidents happen.

We keep records of all accidents, near-miss and incidents, such as bumps, cuts, bruises, slips, trips and falls that anyone accessing the Nursery or the Centre incurs. Any first aid treatment given must be included in the record, together with any follow up action needed. We review completed Accident/Incident/Near-miss report forms regularly to help us to identify any trends or recurring causes of injuries in the Nursery/Centre, with a view to minimising any future risks.

Incident and accident forms and procedures, where they are kept and how to complete them are included in the staff and volunteers inductions. Records will be kept in line with our Confidentiality, Data Protection and Sharing Information Policy.

Overall responsibility for policy implementation and review rests with the Centre Manager, Nursery Manager and the Registered Nominated Person (representing the Trustees of the Centre).

Parents/carers will be asked to sign the incident or the accident/near-miss form if their child has had an incident or accident during the session to ensure that they have been notified of what occurred.

This policy links to our Health and Safety Policy, Sick Child Policy and Safeguarding and Child Protection Policy.

First Aid Boxes

An appropriate number of first aid boxes are at strategic points in the Centre and Nursery; these are in the following locations:

- Nursery room 1 (on the shelves to the right of the nappy changing room)
- Nursery room 2 (on top of the art resources cupboard)
- Kitchen (on the food preparation bench, by the microwave)
- Main office (on top of grey filing cabinet next to centre manager's desk)

The Nursery's Deputy Manager is responsible for checking and replenishing the Nursery's first aid boxes.

The Centre Manager is responsible for checking and replenishing the Centre's first aid boxes.

Accident/Incidents/Near-miss Reports

The accident file for the children in the Nursery is located in the Nursery art cupboard. The accident file for the Centre is located in the main office.

For the purposes of this policy the following definitions apply:

- Incident: An instance of something happening; an event or occurrence
- Accident: An accident is an unplanned, uncontrolled event, which causes, or could cause injury, damage or loss
- Near-miss: An undesired event that, under slightly different circumstances, could have resulted in harm to people or damage to property, materials or the environment

In most cases, we believe the above could be avoided and it is our intention to prevent as many as possible. We aim to reduce the risks by:

- Complete risk assessments for as many foreseeable risks as possible. By doing risk assessments we can identify hazards and look at how we can eliminate or reduce the risk
- The Nursery and Centre premises are regularly checked and used properly
- Staff and to some extent the children, are aware of hazards, for example putting toys away tidily, etc.

- Staff and children are encouraged to care about their environment and their colleagues
- Staff identify and report hazards and risks and encourage children to do the same
- Review recorded accidents, near-misses and incidents to identify any patterns or trends and use as part of risk assessments to minimize future risks
- The Centre and Nursery Managers and Registered Nominated Person are responsible to oversee all health and safety issues

If a child or adult is involved in an accident in the Centre or the Nursery, the member of staff administers first aid treatment then completes an 'Accident/Incident Report' form. The accident report forms contain the following information:

- Child's/adults full name
- Address and contact telephone numbers
- Date and time
- Any witnesses
- Place where the incident took place
- Description of the injury
- Treatment given
- Staff members signature and date
- Parent/carers signature and date

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), Health and Safety Executive (HSE), we have a duty to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near-misses). We must, as a registered provider notify Ofsted and local child protection agencies of the details of any serious accident, serious illness, injury to, or death of, any child in our care and the action we have taken. Notification to Ofsted must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring. We keep a copy of the factsheet entitled 'Serious accidents, injuries and deaths' for reference within our record file of accidents and incidents.

The following arrangements are in place:

- Staff and volunteers are aware that it is their responsibility to report and record incidents/accidents/near-miss (to themselves, other personnel and the children) on the accident/incident forms
- A written record of all accidents, incidents/near-miss and first aid is kept
- Parents/carers are informed of their child's accident or injury on the same day as, or as soon as reasonably practicable after, and of any first aid treatment given (EYFS 2024 ref 3.62)
- If a child sustains a head injury, the necessary first aid steps will be taken and the parents/carers of the child will be contacted via phone to be informed of the head injury. Parents will then decide whether they would like to come and collect their child and seek further medical advice or whether they will leave them at Nursery. Parents/carers will be given advice for monitoring the child at home
- Serious accidents / deaths are reported to Ofsted as soon as possible (EYFS 2024 ref 3.63)
- Serious injuries are reported to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- Serious injuries / deaths are reported to the Child Protection Agency (EYFS 2024 ref 3.63)
- The Manager notifies the Registered Nominated Person of all significant accidents
- All significant accidents are investigated to identify immediate and underlying causes
- Where applicable, the findings of investigations are shared with staff and Trustees, risk assessments reviewed and any additional measures required are implemented
- Review recorded accidents and incidents to identify any patterns or trends and use as part of risk assessments
- There is an adequate number of first aiders on site throughout the day (including extended services activities)
- At least one paediatric first aider is on the premises at all times when children are present (EYFS 2024 ref 3.29). All of our Nursery staff are trained in paediatric first aid
- A first aid box is taken on all outings
- All members of staff are aware of the first aid arrangements that are in place

- The Health and Safety Law poster is displayed on the wall of the main corridor in the Centre

Existing Injuries

The Nursery requests that parents and carers must inform staff when arriving at the Nursery of any existing injuries that their child has. Staff complete an 'Existing Injury' form detailing the nature of the injury, how it occurred, together with any information from the parent/carer to support the appropriate care of the child whilst in the Nursery. If a member of staff notices an existing injury after the parent/carer has left and they have not notified the Nursery prior to leaving the child, staff must complete the relevant parts of the 'Existing Injury' form before passing to the Manager or Deputy Manager.

The Manager/Deputy will request details of how the injury was caused, the form will be completed ready for the parent/carer to sign it on their return. Completed forms are held on the child's personal record. If a member of staff is concerned about an existing injury on a child, then they must immediately inform the Manager who will follow the Nursery's Safeguarding and Child Protection procedures.

Emergency procedure (in the event of a major accident, incident or illness)

The Nursery requests that parents/carers complete and sign the Registration and Consent Form, enabling the Manager, key person or any member of staff so empowered, to seek emergency medical advice or treatment for the child in the event of a major accident, incident or illness occurring at the Nursery.

In such an event, the following procedures will apply:

- In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive
- If the child needs to go straight to hospital, an ambulance may be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will take with them the Registration and Consent Form
- If the child does not need to go straight to hospital, but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (if an illness, the Nursery's Sick Child Policy, if appropriate, will govern the child's return to the Nursery)
- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Nursery and its staff
- All such accidents or incidents will be recorded in detail on the Incident Record/ Accident Record forms. Parents/carers will be asked to sign on the relevant section of the form to acknowledge the incident or accident and any action taken by the Nursery and its staff
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any areas for improvement in the Nursery's policies or procedures, and act accordingly, making suitable adjustments where necessary

Accident and Near-Miss Investigation Procedures

Accident and near-miss investigation is important in order to prevent similar accidents/incidents occurring again in the future. Effective accident/near-miss investigation can make a major contribution to health and safety management. They may result in risk assessments being modified and additional control measures being implemented and may also lead to an improvement in overall 'safety culture'. The cause of all accidents will be investigated by the Centre Manager, Nursery Manager and the Registered Nominated Person (representing the Trustees of the Centre) and any improvement/changes made noted. Where necessary, a written investigation will be completed. With regard to investigations for major accidents and, in particular, RIDDOR accidents, further assistance and guidance should be obtained from the local authority. Minor near-miss incidents will be rectified, as and when they occur, however, the Centre Manager, Nursery Manager and the Registered Nominated Person (representing the Trustees of the Centre) will also carry out investigations, where necessary, for significant near-miss incidents.

Carrying out an investigation

The four main steps in accident/near-miss investigation are:

- Gathering information
- Analysing this information
- Identifying risk control measures
- Implementing an action plan

It is important to collect facts, not opinions, and avoid speculating, or drawing final conclusions prematurely where the circumstances are complicated or unclear. Key steps to consider/follow are:

- Conditions which could have contributed to the incident, e.g. lighting, floor surface, weather conditions
- Existing risk assessments and control measures
- Speak to witnesses separately
- Machinery or equipment/resources which may have been involved in, or contributed to the incident should be identified and not returned to service until the investigation is completed and recommendations made to prevent a recurrence. Check any maintenance records
- The immediate cause of an accident is seldom the root cause of an accident. Understanding the root cause is the key to further accident prevention.

It is important to complete investigations as soon as possible after the accident/near-miss incident.

Investigation Report

An accident/near-miss investigation report should include the following:

- The precise location of the incident
- If possible, photographs of the location and any equipment, containers or anything else believed to be involved with the accident
- Details of any resources, substances, machinery or equipment involved in the incident
- Reference to the existing risk assessment, where relevant
- Investigators conclusions
- Action plan or list of recommendations for prevention of a recurrence
- Risk assessments will be reviewed in light of accidents/near-miss incidents and amended, where necessary

We review our risk assessments annually to support the above and comply with the Statutory Framework for the Early Years Foundation Stage (EYFS).

Admissions, Attendance and Fees Policy

At Tots 'R' Us Nursery we believe in supporting good attendance at Nursery. Children, who attend the Nursery regularly, arrive and are collected on time, are more secure and better able to make the most of the learning and development opportunities that we provide. At a young age, continuity and consistency are important contributors to a child's well-being and progress. Research shows that regular take up of early education in a high quality setting has a long lasting impact on children's social development and intellectual attainment throughout school and later life (Research brief: The Effective Provision of Pre-school Education Project EPPE 2003). We therefore view good attendance and punctuality as vitally important for the learning and well-being of all our children. Positive relationships with children and their families are key to achieving this.

Aims

- To work in strong partnership with parents and carers to ensure that every child attends Nursery regularly and is punctual
- To provide a safe and comforting routine when children arrive, throughout the session and again when children are collected
- To support all children and their families to establish good routines which will continue throughout the child's education

Admissions

The Nursery is open to children aged two and above. Places are allocated from the waiting list when a place becomes available. Children can remain at the Nursery until they are old enough to start mainstream nursery or school.

The Nursery Manager is responsible for maintaining the waiting list and contacting prospective parents/carers when a place becomes available. The Nursery is registered with the local authority to accept government funding. Children are entitled to fifteen hours a week free early education (FEE) the term after they are three years old. Some two year olds may be eligible for free early education if certain criteria are met.

A registration visit or home visit must be completed before a child can start Nursery. At this visit, parents/carers will meet the Nursery Manager or deputy manager and the child's key person, who will explain more about the Nursery and gather information about a child's individual needs. Parents and carers must complete and sign registration forms and parental consent forms.

At all times, we try to minimise the disturbance to the children in the Nursery, while at the same time being open to visitors and prospective parents/carers. Opportunities for prospective parents/carers and children to visit the Nursery prior to attending are available by booking in with the manager.

We will:

- Ensure that the existence of the Nursery is widely known in all local communities
- Place notices advertising the Nursery in places where all sections of the community can see them
- Arrange our waiting list in order of date of application and date of birth
- Keep a place vacant, if this is financially viable, in order to accommodate emergency admissions
- Describe the Nursery and its practices in terms which make it clear that it welcomes fathers, mothers, relations and other carers, including Child-minders and people from all cultural, ethnic, religious and social groups, with or without disabilities
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place
- Make our Equality, Diversity & Inclusion Policy widely known
- Be flexible about attendance patterns to accommodate the needs of individual children and families

Where children are accessing their 15 hours Free Education Entitlement in the Nursery or any other preschool provision, Tots 'R' Us Nursery reserves the right to refuse any request for sessions that are in addition to the 15 hours FEE. This will ensure that as many children as possible will have the opportunity to access their free education entitlement.

Attendance

All parents are made aware of the importance of regular attendance prior to entry and of the importance of collecting children on time. We have a separate policy for children who are late or not collected.

The Nursery collates and monitors attendance information for all children as part of our duty to ensure the welfare and safeguarding of all children.

All parents are made aware of the expectation that they inform the Nursery by telephone, if their child is unable to attend for any reason. This should be done on the first day of absence. Morning sessions are 8.30am to 11.30am and afternoon sessions are 12 noon to 3.00pm. The Nursery can be contacted by telephone on 07484032308 or 07942 370484.

Government funded early year's education places (15 hours entitlement for eligible 2 year olds, the universal 15 hours entitlement for 3 and 4 year olds) are not subject to compulsory education laws which take effect from the start of statutory schooling at age of 5. However at Tots 'R' Us Nursery we strongly promote maintaining high levels of attendance in order that individual children can achieve the maximum benefit from their funded hours.

We recognise that sometimes families may need extra support to maintain high levels of attendance and punctuality, therefore, good communication is essential between the parent/carer and the child's key person.

As part of this policy we ask parents/carers to:

- Provide up-to-date contact numbers and notify the Nursery of any changes of address or contact details
- Ensure that your child attends the sessions agreed in individual contracts with the Nursery
- Notify the Nursery by phone if your child is going to be late that day
- Notify the Nursery by phone, if your child is not able to attend, on the first day of absence and the reason for the absence. (Up to an hour following their expected time of arrival on that day if at all possible)
- Contact the Nursery if this absence is continuing i.e. if your child will be absent the following day or days
- In the case of lengthy absence keep the Nursery well informed
- Avoid making appointments for your child that occur during Nursery time
- Bring and collect children promptly
- Ensure that your child is brought and collected by a responsible adult as noted in the registration/consent form

The Nursery will:

- Ensure parent/carers understand the importance of punctuality and attendance
- Support strategies that will enable good attendance and punctuality to be maintained
- Monitor attendance and punctuality termly
- Follow up any non-notification in the event that a child is absent from Nursery on the first day of absence
- Speak informally to parents/carers if poor punctuality seems to be having a significant effect upon the child's wellbeing, learning and developmental progress
- Write to parents/carers if punctuality does not improve, after informal conversation
- Follow Safeguarding procedures by informing the relevant Children's Social Care if poor attendance or punctuality indicates that the child's welfare could be in jeopardy
- In the case of persistent patterns of poor attendance the Nursery will contact the Local Authority in terms of the possible withdrawal of the early education funding

- Withdraw the child's place in extreme circumstances – but not if this could further endanger the welfare of the child

Clearly, we will make every effort to support good attendance and punctuality, as suggested above. However, if there are no other indicators of concern or vulnerability and the child has failed to attend for 4 consecutive weeks or more, without a justifiable reason, we may withdraw the child's place. We can only do this once all other routes have been exhausted and the Nursery has provided evidence of this.

Children who are absent due to illness

When a child is absent due to illness we ask that you notify the Nursery at your earliest convenience. This is so that we can communicate to other families about any possible contagious illnesses. Personal details of children who are unwell are kept confidential. Some childhood illnesses are reportable to the Public Health England (PHE) and Ofsted, therefore notification is important to ensure the reporting requirement is met. There may also be other action required as the result of any notifications such as deep cleaning of areas.

Children moving to another setting

If a parent/carer decides to move their child to another setting then the Nursery must be informed as soon as possible so that we can take them off our register and notify the local authority in the case of funded early education places. We will also ensure that individual child's records are forwarded to the new setting that they will be attending. This is essential to support the wellbeing of the child and the smooth transition between settings during this time of change.

Fees Payment

Free Education Entitlement (FEE) for all qualifying two, three and four year olds will be in line with the contract held between the local authority the child lives in and Tots 'R' Us Nursery.

The Nursery charges a competitive fee per session for those children who do not qualify for FEE. Charges are available upon request. The Nursery is also signed up to the Tax-Free Childcare scheme. If you get Tax-Free Childcare, the government will pay £2 for every £8 you pay your childcare provider via an online account. Alternatively, payments can be made directly to the Nursery if parents/carers are not eligible for the Tax-Free Childcare scheme or choose not to sign up to it.

All payments must be made one month in advance of sessions commencing.

The Nursery reserves the right to ask the parent/carer to withdraw their child in the event of non-payment. This will enable the Nursery to allocate the place to another child on the waiting list.

Alcohol and Substance Misuse Policy

Eastlea Community Centre and Tots 'R' Us Nursery are committed to providing a safe environment that helps to ensure the welfare of the children in our care. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for children. We are also legally responsible for providing a safe environment for all of our employees.

Alcohol and Substance Misuse

Anyone who arrives at the Centre or Nursery under the influence of alcohol, drugs, or any other substance including medication, that affects their ability to care for children, will be asked to leave the premises immediately.

If they are a member of staff, volunteer or student, an investigation will follow and disciplinary procedures initiated to determine the course of action taken.

If a member of staff, volunteer or student is taking prescriptive medication that may affect their ability to work; they must inform their line manager as soon as possible. All nursery staff and volunteers must complete a 'Medication Declaration Form' and 'Staff Suitability Form' as part of their induction.

If a parent or carer arrives under the influence of alcohol or drugs, the Designated Safeguarding Lead will judge if the parent or carer is suitable to care for the child and may call the second contact on the child's registration form to collect the child, before we pass over responsibility.

The Nursery Manager/Designated Safeguarding Lead will notify the Registered Nominated Person of any such incidences.

We have a separate Smoke Free Policy.

Statutory Framework for the Early Years Foundation Stage EYFS 2024 ref 3.21 - Staff taking medication/other substances

'Practitioners must not be under the influence of alcohol or any other substance, which may affect their ability to care for children. If practitioners are taking medication which may affect their ability to care for children, those practitioners should seek medical advice. Providers must ensure that those practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly. Staff medication on the premises must be securely stored, and out of reach of children at all times.'

Safeguarding and Child Protection

If a parent or carer is clearly under the influence of alcohol or drugs and we believe the child is at risk, we will follow our Safeguarding and Child Protection policy and procedures and contact the Safeguarding Specialists and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by the parent/carer that we believe to be under the influence of alcohol or drugs and if necessary, will call the police. However, they should not put themselves or anyone else at risk in doing so. Where we suspect an illegal act has taken place, we will call the police.

Although we have no legal right to withhold a child from a parent or carer, we do, if we believe a child to be at risk, reserve the right to contact any relevant authorities i.e. the Safeguarding Specialists or police. In all instances, the Centre/Nursery will follow the Safeguarding and Child Protection policy and procedures.

Allergy Policy

At Tots 'R Us Nursery we are aware that our staff and children who attend the Nursery may suffer from allergies. We take all allergies seriously and make every effort to minimise the risk of exposure to prevent an allergic child or member of staff encountering the allergens that could trigger a reaction.

The Nursery is committed to creating a safe environment for the children in our care and the staff who work with us; however, we understand that it is impossible to create an 'allergen free' environment. We promote health through identifying allergies and preventing contact with the allergenic substance.

When parents/carers start their child at the Nursery, they are asked if their child suffers from any known allergies. This information is recorded on the Nursery's 'Registration and Consent Form' and an **Allergy Risk Assessment Form** (and, if necessary, a **Medication Authorisation Form, Medication Administration Form and Parent Request Letter**) must be completed. We keep these forms in the individual child's personal record.

The Nursery Manager in conjunction with the parent completes the risk assessment. The Allergy Risk Assessment includes:

- The child's name and date of birth
- The allergen
- The child's reaction to it
- The course of action to be taken by staff
- A checklist to ensure all documentation and measures in place to prevent reaction
- Control Measures - how the child can be prevented from contact with the allergen including an assessment of all Nursery food and materials, including snacks and treats brought in to share, cooking ingredients, craft substances (e.g. playdough, tempura paint), cleaning substances. Substances will be removed either on a session basis or for the duration of the child's time at Nursery; the latter is the preferred option especially if safe alternatives are readily available. When new substances are considered for use at Nursery they will be checked for allergens
- Review

Current allergy information about children's individual dietary needs is displayed discretely for the benefit of the Nursery staff, volunteers, and safety of the individual child. Staff will show sensitivity in providing for children's diets, allergies and activities. Staff will not use a child's diet or allergy as a label for the child, or make a child feel singled out because of his/her diet or allergy.

Animals in the Setting

Children learn about the natural world, its animals and other living creatures, as part of our links to the Early Years Foundation Stage. We recognise that a visiting animal offers the potential for a very positive learning experience for children. Children can learn about taking care and showing responsibility for animals as well as developing an understanding of the importance of the humane treatment of living creatures. However, we cannot allow animals to endanger the children's safety or disrupt learning and for that reason, there should be a clear educational purpose for an animal visiting the Nursery. In line with RSPCA guidance, we do not support the keeping of pets at the Nursery.

We are particularly keen to support the introduction of service animals such as police dogs, hearing dogs, or guide dogs and this reflects the Nursery's ethos of celebrating equality and diversity and promoting inclusion. We plan animal visits in advance to ensure that we notify parents and carers appropriately.

We aim to ensure that any arrangements are in accordance with sensible hygiene and safety controls.

This policy links to our Health and Safety Policy, Allergy Policy, Safeguarding and Child Protection Policy, Visitors Policy, Equality, Diversity & Inclusion Policy, Accident/Incident Policy and Outings Policy.

The Nursery does not regularly have animals visiting the Nursery, however, in cases where we do the following procedures apply:

- Information is sent to the parents/carers explaining about the animal visit and asking them to advise staff of any allergies, or fears the children may have or if they do not wish their child to be included in the visit
- A full risk assessment is carried out prior to the visit. If any child attending the Nursery has an allergy to an animal then that animal will not be deemed suitable to visit the Nursery
- We ensure that the children are aware that an animal will be visiting the Nursery, talk to them about the type of animal and ensure that they are comfortable with the visit
- If any child is uncomfortable, the child will be kept at a comfortable distance from the animal and if necessary will be distracted with other activities until the animal has left the Nursery
- Children are taught correct handling and care of the animal or creature and are supervised at all times
- Children wash their hands after handling the animal or creature and do not have contact with animal soil or soiled bedding
- Animals or creatures brought in by visitors are the responsibility of the owner. The owner carries out their own risk assessment, with a copy provided to the Nursery, detailing how the animal or creature is to be handled and how any safety or hygiene issues will be addressed
- Staff must ensure that the animals are in good health and have had all the necessary immunisations or vaccinations. Where possible, evidence should be provided by the visitor
- Visitors providing activities will need to provide evidence of Public Liability insurance, a copy of their risk assessment and DBS clearance.

Any animal brought to Nursery must remain under the control of the responsible adult/owner at all times. If an animal scratches or bites a child or an adult, first aid treatment is administered immediately. Accident/incidents forms must be completed and in the case of a child, parents/carers are informed and a copy of the incident/accident form will be shown to them. The policy for animals in the Nursery will be reviewed accordingly.

To overcome the difficulties and the need to provide children with examples of best practice in meeting high standards in the Nursery, we introduce alternative concepts for caring for animals and enhance the provision we already make for their learning.

These activities are an effective ways to get the children to think about animals as living things with feelings, rather than toys. Effective role modelling from our staff and the way that we talk about and treat animals can have a positive impact and help to foster empathy. Examples include:

- Introduce a soft toy dog or cat into the home role-play area, have food and water bowls, a bed, a lead, a brush, and so forth, along with the vet's phone number beside the phone
- Introduce a 'Vets Practice' as role play to help look after poorly animals or creatures
- When the children are playing with their soft toy 'pet', ask them how they would care for their pet if they were to go away on holiday
- Demonstrate how to handle the 'pet', stressing the importance of gentle handling, being quiet around them, and stroking their fur in the direction in which it grows
- When outside the children can spot various animals and creatures, such as birds and mini beasts. Discussions with the children might include what the animal or creature might be doing, where it might be going and observing the animal's natural behaviour from a safe distance
- Create and replicate natural habitat 'mini beast hotel' in the outdoor garden area and play at being 'gentle giants' when finding mini beasts, so as not to harm them
- Use a farm playset to talk to children about what the animals need to be happy and healthy. Have adult and baby animals to discuss care. What should the farmer do if there is a hole in the fence? What if it is a cold morning and the water trough has ice on it?

Buildings Policy

Procedure for Development

This refers to any major use of the CIO and / or major development outside the CIO. This includes the establishment of new long-term and regular users of the building e.g., sections etc., as each would have important implications in terms of the use of space, each development should be carefully planned and agreed by the Trustees in advance.

Proposals should be discussed with the Centre Manager initially which would then be presented to the Trustees for consideration. Agreed activities can be allocated space and time within the building and where appropriate other resources.

Long term activities can be reviewed annually by the Centre Manager which would then be presented to the Trustees for a decision as to their future use in the CIO.

Short term activities or time limited pieces of work will be evaluated by the Centre Manager and presented to the Trustees to discuss final options.

In making decisions as to whether to proceed with suggested developments, the Centre Manager and the Trustees should refer to the CIO's governing document and the Equal Opportunities and Inclusion Policy.

Booking System

When bookings are taken the following will be considered:

- Does the activity fit with the agreed range of use?
- Can the booking be accommodated by the CIO?
- Can adequate arrangements be made to let the group in and secure the Centre afterwards?

A yearly diary shall be held in the Centre office. The diary will be used for all bookings and used for activity reporting and archived. Bookings will be made on a 'first come, first served' basis. Bookings cannot be made by anyone under the age of 18.

Charges will be set by the Trustees for a variety of standard bookings and made according to the room size. Prices may vary depending on if the group is a section or an outside body.

Prices are available from the main office. All charges are subject to revision by the Trustees and kept to a minimum reflecting the pricing with other community centres within the area.

Bookings must be made in line with our User Hire Agreement which must be completed.

The Trustees reserve the right to refuse groups who have failed to use the building responsibly in the past; such refusals should be subject to appeal.

Use of the Building

The CIO's building is a smoke free building as per Smoke-free (Premises and Enforcement) Regulations 2006. However, there is a designated covered smoking space to the rear of the car park within the garden area.

All rooms/areas used by groups need to be left clean and tidy, all equipment used needs to be stored away ensuring Health and Safety is considered. The movement of tables and chairs throughout the CIO should be done in teams of two.

Facilities

The CIO has a range of facilities. They are as follows: Kitchen/ Main Hall / Small Halls / Stage

Kitchen

Users/Groups should notify the Centre Manager or a member of the Trustees on duty if the kitchen is required and/or if any equipment is used i.e. cups / saucers / dinner set / cutlery etc...

- Those handling food should have a current Food Hygiene Certificate (subject to law) with the exception of those hiring the kitchen for a private event where they are handling food to feed their guests only. In addition to this, should the person handling food be doing so on a one-off occasion, they can be closely supervised by a person with a Food Hygiene Certificate
- Leave the kitchen clean and tidy. All utensils used should be washed and put away
- Spillages must be cleaned up
- All accidents should be reported and the procedure for reporting an accident should be followed
- First aid equipment is stored in the Centre office and the kitchen
- Members/Users/Groups should wash any crockery or cutlery used and leave the kitchen clean and tidy (unless service included in the booking/agreement)
- Hire of extra crockery/cutlery should be requested at the time of booking
- No one under the age of 18 is allowed in the kitchen, unless supervised or an employed member of staff

Main Hall / Stage

Activities in these halls, for example, Teeny Tots, Performances, FAB Group, Exercise Classes etc., should abide by the following rules:

- Sport, involving hard balls is not permitted i.e. Football
- Tables and chairs to be setup by the Caretaker / staff members. Tables and chairs should not be dragged across the floor
- All spillages need to be cleaned up by the user
- Breakages should be reported to the Centre Office or the Caretaker / staff members
- All groups are responsible for their own equipment and should ensure it is stored away at the end of each session
- Washable paint should be used and any spillages cleaned up
- The stage is accessed by steps

Health and Safety

Group leaders are responsible for ensuring Health and Safety compliance during their activities. Health & Safety procedures developed for activities in the CIO should reflect those of CIO's Health and Safety policy so that staff and Centre users are not endangered in any way.

As a minimum the group leaders are advised to have their fire, general, and activity specific risk assessments, reviewed on annual basis. Any equipment owned and used by the group must be regularly maintained and maintenance records kept. Any electrical equipment must have a current Portable Appliance Test Certificate. More advice on Health and Safety is available from Health and Safety Executive (www.hse.gov.uk). All accidents, near misses and health and safety concerns must be notified to CIO immediately.

Safeguarding

Group leaders delivering activities that include vulnerable people and children must ensure that relevant DBS checks are in place and follow the CIO's Safeguarding Policy and Procedures, particularly if they do not have their own.

First Aid Equipment

- Accident/Incident Forms and First Aid boxes are in the Centre office
- There is also a First Aid box in the kitchen next to the microwaves
- Accidents need to be reported to any staff member and recorded on the accident/incident form
- Any equipment used should be reported on the incident form and a nominated person should regularly check and replenish the boxes
- Names of First Aiders are to be displayed in several points throughout the CIO

Storage and Equipment

- Groups are responsible for the safety of their own equipment
- Storage after a session is the responsibility of nominated group member/s with help from staff members where necessary
- Members should not use other group's equipment unless permission is sought beforehand and granted

THE CIO IS NOT LIABLE FOR ANY LOSS OR DAMAGE OF POSSESSIONS WHILST IN OR LEFT IN THE CIO.

Closed Circuit Television (CCTV) Policy (Code of Practice)

Introduction

The Charitable Incorporated Organisation (CIO) has in place a closed-circuit television (CCTV) surveillance system. This policy details the purpose, use and management of the CCTV system and details the procedures to be followed in order to ensure that the CIO complies with relevant legislation and the current Information Commissioner's Office Code of Practice.

The CCTV system is owned by the CIO and is registered with the Information Commissioner's Office (ICO) under the terms of the Data Protection Act 1998 (DPA). Our Registration Number is ZA121824. Use of CCTV is covered both by Data Protection legislation and by the Protection of Freedoms Act (POFA) and the Human Rights Act 1998 and particular care is therefore required in the use, recording, storage and access to recorded material.

This policy outlines the CIO's use of CCTV and how it complies with the DPA and the General Data Protection Act (GDPR) and guidance from the Information Commissioner's Office. This is to ensure that the rights of individuals recorded by surveillance systems are protected and that the information can be used effectively for its intended purpose. (See *Appendix 1 - The Data Protection Principles - the Data Protection Act 1998*).

Information Registered with the Information Commissioner's Office:

CCTV for crime prevention

'CCTV is used for maintaining the security of property and premises and for preventing and investigating crime. For these reasons the information processed may include visual images, personal appearance and behaviours. This information may be about staff, customers and clients, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where necessary or required this information is shared with the data subjects themselves, employees and agents, services providers, police forces, security organisations and persons making an enquiry.'

The CIO has considered the need for using CCTV and has decided it is required for the prevention and detection of crime, for protecting the safety of staff, services users and the public and to monitor the CIO's buildings and grounds to prevent loss or damage to the CIO's property. It will not be used for other purposes. The CIO uses a checklist, which is reviewed annually to ensure the correct usage of CCTV.

The system comprises of a number of fixed cameras. The system does not have sound recording capability. The CCTV system is owned and operated by the CIO, the deployment of which is determined by the CIO's Management Committee.

The CCTV is monitored centrally from the Centre and Nursery offices. The introduction of, or changes to CCTV monitoring, will be subject to consultation with the Trustees.

All authorised operators and employees with access to images are aware of the procedures that need to be followed when accessing the recorded images. Through this policy, all operators are made aware of their responsibilities in following the CCTV Code of Practice. The CIO is the 'Data Controller' and the Data Protection Officer are the Trustees of the CIO, who will ensure that all employees are aware of the restrictions in relation to access to, and disclosure of, recorded images by publication of this policy.

Statement of Intent

The CIO complies with the Information Commissioner's Office (ICO) CCTV Code of Practice to ensure that CCTV is used responsibly and safeguards both trust and confidence in its continued use.

The Code of Practice is published at: <https://ico.org.uk/media/1542/cctv-code-of-practice.pdf>

CCTV signs are clearly and prominently placed at the main external entrance to the CIO, including further signage in other outdoor areas in order to inform staff, students, visitors and members of the public that CCTV is in operation. Signs will contain details of the purpose for using CCTV. In areas where CCTV is used, the CIO will ensure that there are prominent signs placed within the controlled area.

The original planning, design and installation of CCTV equipment endeavoured to ensure that the scheme will deliver maximum effectiveness and efficiency, but it is not possible to guarantee that the system will cover or detect every single incident taking place in the areas of coverage.

Siting the Cameras

It is a requirement of the Data Protection Act 1998 to notify people entering a CCTV protected area that the area is monitored by CCTV and that pictures are recorded. The CIO is to ensure that this requirement is fulfilled.

The CCTV sign should include the following:

- That the area is covered by Surveillance and pictures are recorded
- The purpose of using CCTV
- The name of the CIO
- The contact number or address for any enquiries

Cameras are sited so that they only capture images relevant to the purposes for which they are installed (described above) and care will be taken to ensure that reasonable privacy expectations are not violated. The CIO will ensure that the location of equipment is carefully considered to ensure that images captured comply with the DPA/GDPR.

The CIO will make every effort to position cameras so that their coverage is restricted to the CIO premises, which includes outdoor/indoor areas.

CCTV will not be used in offices, areas expected to be private, for example changing areas and toilets, the Nursery or rooms where social activities take place (with the exception of the main corridor where a weekly café is held and our Sensory Hut within the Nursery), but in limited areas within the CIO's building that have been identified as not being easily monitored at all times.

Members of staff will have access to details of where CCTV cameras are situated.

Covert Monitoring

It is not the CIO's policy to conduct 'Covert Monitoring' unless there are exceptional reasons for doing so. The CIO may, in exceptional circumstances, determine a sound reason to set up covert monitoring. For example:

- Where there is good cause to suspect that an illegal or unauthorised action(s), is taking place, or where there are grounds to suspect serious misconduct
- Where notifying the individuals about the monitoring would seriously prejudice the reason for making the recording

In these circumstances authorisation must be obtained from the Management Committee of the CIO before any commencement of such covert monitoring. Covert monitoring must cease following completion of an investigation.

Cameras sited for the purpose of covert monitoring will not be used in areas which are reasonably expected to be private, for example toilet cubicles, changing areas etc.

Storage and Retention of CCTV images

Recorded data will not be retained for longer than is necessary. While retained, the integrity of the recordings will be maintained to ensure their evidential value and to protect the rights of the people whose images have been recorded. All retained data will be stored securely at all times and permanently deleted as appropriate / required. CCTV is stored on a rolling 20 day cycle.

Access to CCTV images

Access to recorded images will be restricted to those staff authorised to view them and will not be made more widely available. At present only the Nursery Manager and Centre office staff have access to CCTV via password protected logins via their computers. CCTV can be played back via the control unit which is situated in the Nursery office by the monitor. The Nurser Manager is responsible for images accessed via this method.

All staff involved in the operation of the CIO's CCTV system will be made aware of this policy and will only be authorised to use the CCTV System in a way that is consistent with the purposes and procedures contained therein.

All staff with responsibility for accessing, recording, disclosing or otherwise processing CCTV images will be required to undertake data protection training.

Subject Access Requests (SAR)

Individuals have the right to request access to CCTV footage relating to them under the DPA/GDPR. All requests should be made in writing to either the Centre or Nursery Managers. Individuals submitting requests for access will be asked to provide sufficient information to enable the footage relating to them to be identified, for example; the date, time and location. Please refer to the CIO's Handling Subject Access Requests for Information.

The CIO will respond to requests within 30 days of receiving the written request. There will be no charge for the request. This is as per the ICO CCTV Code of Practice.

The CIO reserves the right to refuse access to CCTV footage where this would prejudice the legal rights of other individuals or jeopardise an on-going investigation.

Access to and Disclosure of Images to Third Parties

There will be no disclosure of recorded data to third parties other than to authorised personnel such as the Police and service providers to the CIO where these would reasonably need access to the data (e.g. investigators).

Requests for images / data should be made in writing to the Data Protection Officer.

The data may be used within the CIO's discipline and grievance procedures as required, and will be subject to the usual confidentiality requirements of those procedures.

Maintenance

The CCTV system is maintained by Crimewatch Safeguard Security Systems who carry out annual service/inspections and any necessary repairs.

Complaints

Complaints and enquiries regarding the operation of CCTV within the CIO should in the first instance be directed to the Data Protection Officer.

**Appendix 1 - The Data
Protection Act 1998 – Data
Protection Principles**

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed
4. Personal data shall be accurate and, where necessary, kept up to date
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes
6. Personal data shall be processed in accordance with the rights of data subjects under this Act
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Code of Conduct for Parents, Carers and Visitors

Tot's 'R' Us is a caring and supportive Nursery which aims to create a safe, happy and secure learning environment.

We are very fortunate to have very supportive, helpful and friendly parents/carers who recognise that educating children is a process that involves partnership between home and Nursery. As a partnership we hope our parents/carers will understand the importance of a good working relationship to ensure all children achieve their best and equip them with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our Nursery.

The purpose of this guidance is to provide a reminder to all parents, carers and visitors to our Nursery and Centre about the expected conduct. This is so we can work together to ensure a safe and positive environment for our children and continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our Nursery
- Work together with staff for the benefit of the children
- Set a good example in their own speech and behaviour towards all members of the Nursery, Centre and Community
- Approach our Nursery in a calm and respectful manner to resolve any issues of concern or to discuss and clarify specific events in order to bring about a positive solution
- Support and reinforce the Nursery's policy on positive behaviour
- Respect the learning environment appropriately (both in Nursery and off site)
- Park with consideration and respect for others when delivering and collecting children from Nursery
- Use social media responsibly

In order to support a peaceful and safe environment the Nursery/Centre cannot tolerate parents, carers and visitors exhibiting the following:

- Acting aggressively, using inappropriate language, displaying temper or acting in a threatening manner towards, staff, children or parents on the Nursery/Centre premises
- Threatening harm or physical aggression towards a child, member of staff or parent/carer
- Sexual or racial abuse
- Damaging or destroying Nursery/Centre property
- Smoking and consuming alcohol or other drugs on our Nursery/Centre site or accessing the Nursery/Centre site whilst under the influence of drugs or alcohol
- Dogs being brought onto our Nursery/Centre premises (other than guide dogs or other support dogs)
- Social media, phones and emails being used to fuel complaints or concerns against our Nursery/Centre, children, staff or parents/carers or being used for libellous or defamatory posts or cyber bullying

If a parent or carer arrives to collect a child and it is deemed that they are under the influence of either drugs/alcohol, the decision will be made by the Nursery Manager to seek further advice before releasing the child. If the parent/carer becomes abusive or becomes a nuisance, the police will be called as will the First Contact service. At all costs, the staff will feel a duty to keep themselves and the child safe - no hesitation will be made when calling the police.

Should **any** of the above behaviour occur on our **any** premises we will implement action in accordance with our Abusive Parent/Carer/Visitor Policy. We trust that parents/carers and visitors will assist us by abiding by the guidance and we thank you for your continuing support.

Complaints Policy and Procedure

Policy Statement

Eastlea Community Centre and Tots 'R' Us Nursery are committed to providing the best possible service to our service users, the community and with individuals with whom we work. As part of this we positively welcome any suggestions from all users of the services we provide as to how improvements could be made.

There may be occasions when users of our services may feel that the quality of service provided falls short of what could be reasonably expected. If this is the case, we would wish to hear about your concerns. We believe that effective investigation of complaints and learning from these are important parts of achieving and maintaining high quality services.

Any person who is a user of a service provided by the Centre and Nursery can complain if they are dissatisfied with the standard of service received, or have a concern regarding a volunteer, an employee, or a Trustee. This also includes people who are carers, advocates for a vulnerable adult or a person with a disability, or someone who has been refused a service which they think they may need. We believe that everyone is entitled to be treated with respect and courtesy, and receive prompt, safe and careful attention to any concerns about the way the Centre and Nursery are run.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff, and it is important, that wherever appropriate, concerns are raised as soon as possible in line with the informal process. If this does not achieve the desired result or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with your concerns. We aim to treat all complaints with respect and consideration throughout the complaints process. We operate the following complaints procedure:

Introduction to Policy and Procedures

For the purpose of this policy, a complaint is defined as an expression of dissatisfaction, either written or spoken, about the standards of services provided by the Centre/Nursery which an individual user, or group of users, claim has affected him, her or them. People may wish to complain if they are not satisfied with the way in which they have been treated by, or with the service they have received from, the Centre or Nursery.

A complaint can be received verbally, by phone, by email, or in writing. The names and contact details for complaints are set out at the end of this policy.

Aims & Objectives

The Complaints Policy and Procedure aims to:

- Deal with complaints fairly, efficiently and effectively
- Ensure that all complaints are handled in a consistent manner
- Be accessible and transparent to all
- Ensure that complainants receive a timely and appropriate response
- Ensure that complainants are treated with respect and courtesy
- Ensure that appropriate actions are taken where necessary
- Provide opportunities for complaints to be used to improve services

Applies to:

This policy and set of procedures applies to all users of the services provided by the Centre and Nursery.

This procedure does not cover complaints made by staff, volunteers and trustees who need to follow the Centre's Grievance and/or Disciplinary procedures.

Roles and Responsibilities

- Overall responsibility for this policy and its implementation lies with the Centre's Board of Trustees
- The Centre Manager is the Designated Named Person, with the remit of handling complaints for the Centre
- The Nursery Manager is the Designated Named Person, with the remit of handling complaints for the Nursery
- All employed staff and volunteers of the Centre/Nursery have a responsibility to be aware of, and comply with this Complaints Policy and Procedure

Complaint Procedure

The complaints procedure below sets out the series of steps, along with the timescales involved, for complaints to be received, investigated, and issues to be addressed and resolved, and for learning from these to take place.

The Centre/Nursery operates a four stage procedure:

Stage One: Informal

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. We would anticipate that most complaints would be resolved amicably at this stage.

Whether or not the complaint has been resolved, information should be passed to the relevant Designated Person within **five** working days, who will then record the details in the complaints logbook.

If the complaint has not been resolved at this stage, the Designated Person will inform the complainant to move on to Stage Two.

Stage Two: Formal Investigation by Designated Person

If the complaint cannot, or has not, been resolved informally at Stage One, then the complainant should move to Stage Two. The complainant should notify the relevant Designated Person in writing or electronically of their concerns. The details of the complaint should be set out fully.

If any person feels it is inappropriate to contact the Designated Person or the complaint is against the Designated Person, then the complaint should be forwarded to the Registered Nominated Person. The person making the complaint will be contacted, within **three** working days of receipt of the written complaint by the Designated Person to acknowledge its receipt.

The complaint will then be fully investigated by the Designated Person and a reply in writing will be provided within **ten** working days to the complainant. All complaints will be treated seriously and investigated however minor they may seem and the result will be confirmed with the complainant. The Designated Person will record/update the details of the complaint and subsequent outcome in the complaints logbook.

Stage Three: Formal Meeting of the Board of Trustees

If the complainant is not satisfied with the results of the investigation, or any of the suggested resolutions, or they feel they want the complaint looked into more formally, then the complaint can be moved on to Stage Three.

The complainant must submit their concerns in writing to the Registered Nominated Person for consideration by the Board of Trustees. The Board of Trustees will receive the letter of complaint along with all other appropriate information from the Designated Person.

A meeting will be convened specifically to investigate the complaint within **ten** working days of receipt of the complaint. The complainant will be notified as soon as practicable of the date of this

meeting and invited to attend. The person is entitled to have a relative or friend present if required. The Designated Person will be required to attend the meeting for the sole purpose of providing necessary information to enable the Trustees to effectively carry out its considerations.

The Board of Trustees will review all of the information and make appropriate decisions. If the person who is the subject of the complaint is a Trustee or Designated Person, he/she will not be permitted to attend or be involved in any way with this meeting. Following the meeting and within **five** working days an agreed written record of the discussion is made, as well as any decision or action taken as a result and sent to the complainant. The complainant signs the record signifying that the complaint has been acceptably resolved. The signed record, main points of the discussion and the agreement are logged in the complaints logbook.

Stage Four: Independent Mediator

If, at Stage Three, the complaint still cannot be resolved to the satisfaction of the complainant, he/she must inform the Registered Nominated Person in writing. At this stage, an independent external Mediator, with appropriate expertise and a working knowledge of the services of the Centre/Nursery, will be asked to consider the issue. This person should be acceptable to both parties, listen to both sides and offer advice. A Mediator has no legal powers but can help to define the problem, review the action so far, and suggest further ways in which it might be resolved.

The Mediator will meet with the Registered Nominated Person and the complainant at a mutually agreed date in an attempt to resolve the issue. The complainant is entitled to have a relative or friend present if required. After the meeting and having had sufficient time for due consideration of the issues and information provided, the Mediator will report his/her findings and any suggested workable solutions in writing to the Board of Trustees and the complainant within **ten** working days.

The decision of the Mediator will be final. The complainant signs the record signifying that the complaint has been acceptably resolved. A record of this meeting, including the report from the Mediator will be logged in the complaints logbook.

Additional Points Concerning the Procedure

- All complaints will be recorded in writing in the log book
- All stages of the complaints investigation will be handled sensitively and dealt with in the strictest confidence, and in accordance with relevant data protection requirements
- Where a complaint relates to a specific person or persons, they should be informed and given a fair opportunity to respond
- Anonymous complaints will not be investigated since the complainant cannot be questioned in line with this complaints procedure and the outcomes cannot be reported
- If a complaint is of an allegedly criminal offence, or is concerning the moral or physical safety of a person involved in any way with the Centre/Nursery, or the Board of Trustees are satisfied as to the seriousness of the complaint, immediate action will be taken to report it to the appropriate authorities in line with the Centre/Nursery's Safeguarding and Child Protection Policy, Prevent Policy and Vulnerable Adults Policy
- In all cases where the identified concern is related to the disclosure of confidential information, the complainant should contact the Registered Nominated Person or another Trustee where the Registered Nominated Person is implicated. In this instance the procedures as laid down in Confidentiality, Data Protection and Sharing Information Policy and Data Breach Policy will be followed

Contacts

Nursery Designated Person: Mrs Michelle Todd
totsrus1@yahoo.co.uk

Centre Designated Person: Mr Adam Chapman
adam.eastlea@yahoo.com

Trustees: Mr J Bainbridge, Mr C Bell, Mrs S Bell, Mr R Farn, Mrs P Taylor

Address: Eastlea Community Centre
Stockton Road
Seaham
Co. Durham
SR7 8DX

Telephone: 0191 5812399

Serious Complaints

Individuals can contact Ofsted about any information or concern that they may have regarding the Nursery not meeting the requirements, or the conditions of registration, and/or where concerns have not been resolved directly with the Nursery.

Contact details for Ofsted:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231
Text phone: 0161 618 8524
Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

Complaints about Charity activities can be made direct to the Charity Commission. The Charity Commission for England and Wales regulates registered charities and maintains the Central Register of Charities.

Examples of Serious Complaints, as defined by the Charity Commission, include a charity:

- Not doing what it claims to do
- Losing large sums of money
- Harming people
- Being used for personal profit or gain
- Involved in illegal activity

Information on how to do this is available on the Charity Commission website:

www.gov.uk/complain-about-charity

Confidentiality, Data Protection and Sharing Information Policy

Introduction

In order to ensure the safe and efficient management of Eastlea Community Centre, (hereinafter called the 'CIO' – (Charitable Incorporated Organisation)), the Nursery and Centre must collect certain types of data. This personal information must be collected and handled securely.

The Data Protection Act 1998 (DPA) and General Data Protection Regulations (GDPR) govern the use of information about people (personal data). Personal data can be held on computers, laptops and mobile devices, or in a manual file, and includes email, minutes of meetings, CCTV and photographs.

The CIO will remain the data controller for the information held. The Trustees, staff and volunteers are personally responsible for processing and using personal information in accordance with the DPA and GDPR. Trustees, staff and volunteers who have access to personal information will therefore be expected to read and comply with this policy.

Policy Statement

We are committed to a policy of protecting the rights and privacy of individuals. The purpose of this policy is to set out the CIO's commitment and procedures for protecting personal data. Trustees regard the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those whom we deal with. We recognise the risks to individuals of identity theft and financial loss if personal data is lost or stolen.

The aim of this policy is to:

- Comply with the law
- Follow good practice
- Protect staff and other individuals
- Protect the organisation
- Respect individuals' rights
- Be open and honest with individuals whose data is held
- Provide training and support for personnel who handle personal data, so that they can act confidently and consistently

The following are definitions of the terms used:

Data Controller – is the CIO, represented by the Management Committee who collectively decide what personal information the CIO will hold and how it will be held or used.

Act means the Data Protection Act 1998 and General Data Protection Regulations - the legislation that requires responsible behaviour by those using personal information.

Data Protection Officer – the person responsible for ensuring that the CIO follows its data protection policy and complies with the Act and Regulations.

Data Subject – the individual whose personal information is being held or processed by the CIO, for example, a member of staff or hirer.

Subject Access Request (SAR) – individuals have the right to ask us what personal information we hold on them.

'Explicit' consent – is a freely given, specific agreement by a Data Subject to the processing of personal information about her/him.

Explicit consent is needed for processing special category data, known under the DPA as 'sensitive data', which includes:

- Racial or ethnic origin of the data subject
- Political opinions

- Religious beliefs or other beliefs of a similar nature
- Trade union membership
- Physical or mental health condition
- Sexual orientation
- Criminal record
- Proceedings for any offence committed or alleged to have been committed

Information Commissioner's Office (ICO) - the ICO is the UK's representative and responsible for implementing and overseeing the Data Protection Act 1998 and General Data Protection Regulations

Processing – means collecting, amending, handling, storing or disclosing personal information

Personal data – is information about living individuals that enables them to be identified, for example; names, addresses, telephone numbers and email addresses. It does not apply to information about organisations, companies and agencies but applies to named persons, such as individual volunteers

The Data Protection Act

This contains 8 principles for processing personal data with which we must comply.

Personal data:

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed
4. Personal data shall be accurate and, where necessary, kept up to date
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes
6. Personal data shall be processed in accordance with the rights of data subjects under this Act
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data

What is the lawful basis for processing data?

The lawful basis for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever you process personal data:

- **Consent:** the individual has given clear consent for you to process their personal data for a specific purpose
- **Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract
- **Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations)
- **Vital interests:** the processing is necessary to protect someone's life
- **Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law
- **Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks).

Applying the Data Protection Act within the CIO

We will let people know why we are collecting their data, which is for the purpose of managing the CIO, its hiring's, staffing and finances. It is our responsibility to ensure the data is only used for this purpose. Access to personal information will be limited to authorised Trustees, staff and volunteers.

Purpose of data held by the CIO

Data may be held by us for the following purposes:

- Staff Administration
- Fundraising
- Realising the Objectives of the CIO
- Accounts & Records
- Advertising, Marketing & Public Relations
- Information and Databank Administration
- Journalism and Media
- Processing For Not For Profit Organisations
- Research
- Volunteers

Responsibility

The CIO is the Data Controller under the Act, and is legally responsible for complying with Act, which means that it determines what purposes personal information held will be used for.

The Management Committee of the CIO will take into account legal requirements and ensure that it is properly implemented, and through appropriate management, strict application of criteria and controls will:

- Collect and use information fairly
 - Specify the purposes for which information is used
 - Collect and process appropriate information, and only to the extent that it is needed to fulfil its operational needs or to comply with any legal requirements
 - Ensure the quality of information used
 - Ensure the rights of people about whom information is held, can be exercised under the Act
- These include:

- The right to be informed that processing is undertaken
 - The right of access to one's personal information
 - The right to prevent processing in certain circumstances
 - The right to correct, rectify, block or erase information which is regarded as wrong information
- Take appropriate technical and organisational security measures to safeguard personal information
 - Ensure that personal information is not transferred abroad without suitable safeguards
 - Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information
 - Set out clear procedures for responding to requests for information
 - All Trustees, staff and volunteers are aware that a breach of the rules and procedures identified in this policy may lead to action being taken against them.

The Data Protection Officer on behalf of the CIO is:

Name: John Bainbridge and Sharon Bell (Trustees)

Contact Details: Telephone: 0191 5812399

Email: john.eastlea@yahoo.com, sharon.eastlea@yahoo.com

The Data Protection Officer will be responsible for ensuring that the policy is implemented and will have overall responsibility for:

- Briefing the Trustees, Staff and Volunteers on Data Protection responsibilities
- Reviewing Data Protection and related policies
- Everyone processing personal information understands that they are contractually responsible for following good Data Protection practice
- Ensuring that Data Protection induction and training takes place
- Anybody wanting to make enquiries about handling personal information knows what to do
- Dealing promptly and courteously with any enquiries about handling personal information
- Describe clearly how the charity handles personal information
- Will regularly review and audit the ways it holds, manages and uses personal information
- Will regularly assess and evaluate its methods and performance in relation to handling personal information
- Notification (Information Commissioners Office - ICO)
- Oversee the handling of Subject Access Requests (SAR)

The Centre and Nursery Managers are responsible for ensuring policies and procedures relating to personal and sensitive data, handled in the course of work, are shared with all staff and volunteers. All information relating to data protection will be cascaded to staff and volunteers during the induction process to ensure that good data protection practice is established and followed. Staff and volunteers will be trained in their responsibilities, which will include whether information should be disclosed, or access allowed.

Managers must ensure that the Data Protection Officer is informed of any changes in their uses of personal data that might affect the CIO's Notification (ICO).

Procedures for Handling Data & Data Security

The CIO has a duty to ensure that appropriate technical and organisational measures and training are taken to prevent:

- Unauthorised or unlawful processing of personal data
- Unauthorised disclosure of personal data
- Accidental loss of personal data

Key Risks

The main risks within the CIO are in two key areas:

- Information about individuals getting into the wrong hands, through poor security or inappropriate disclosure of information
- Individuals being harmed through data being inaccurate or insufficient

All Trustees, staff and volunteers must therefore ensure that personal data is dealt with properly no matter how it is collected, recorded or used. This applies whether or not the information is held on paper, in a computer or tablet.

Personal data relates to data of living individuals who can be identified from that data and use of that data could cause an individual damage or distress. This does not mean that mentioning someone's name in a document comprises personal data; however, combining various data elements such as a person's name and salary or religious beliefs etc. would be classed as personal data, and falls within the scope of the Act. It is therefore important that all staff consider any information (which is not otherwise in the public domain) that can be used to identify an individual as personal data and observe the guidance given below.

Data Breach

Every care is taken to protect personal data from incidents (either accidentally or deliberately) to avoid a data protection breach that could compromise security. Data security breaches include both

confirmed and suspected incidents and include an incident, event or action which may compromise the confidentiality, integrity or availability of systems or data, which may result in harm to individual(s), reputational damage, detrimental effect on service provision, legislative noncompliance, and/or financial costs to the CIO.

Staff need to report suspected data breaches as soon as they are identified.

The CIO will consult with relevant staff to establish whether the Information Commissioner's Office will need to be notified of the breach, and if so, notify them within 72 hours of becoming aware of the breach, where feasible.

Privacy Notice and Consent

The privacy notice and consent policy are as follows:

Privacy notices and consent forms will be stored by the Centre and Nursery Managers in a securely held electronic or paper file.

Operational Guidance

Email:

All Trustees, staff and volunteers should consider whether an email (both incoming and outgoing) will need to be kept as an official record. If the email needs to be retained it should be saved into the appropriate folder or printed and stored securely.

Emails that contain personal information no longer required for operational use, should be deleted from the personal mailbox and any 'deleted items' box.

Phone Calls:

Phone calls can lead to unauthorised use or disclosure of personal information and the following precautions should be taken:

- Personal information should not be given out over the telephone unless you have no doubts as to the caller's identity and the information requested is innocuous
- If you have any doubts, ask the caller to put their enquiry in writing
- If you receive a phone call asking for personal information to be checked or confirmed be aware that the call may come from someone impersonating someone with a right of access

Laptops and Portable Devices:

- Do not keep it written on something stored in the laptop case
- All laptops and portable devices that hold data containing personal information must be protected with a suitable encryption program (password)
- Ensure your laptop is locked (password protected) when left unattended, even for short periods of time
- When travelling in a car, make sure the laptop is out of sight, preferably in the boot
- If you have to leave your laptop in an unattended vehicle at any time, put it in the boot and ensure all doors are locked and any alarm set
- Never leave laptops or portable devices in your vehicle overnight
- Do not leave laptops or portable devices unattended in restaurants or bars, or any other venue
- When travelling on public transport, keep it with you at all times, do not leave it in luggage racks or even on the floor alongside you

Data Security and Storage:

Store as little personal data as possible on your computer or laptop; only keep those files that are essential. Personal data received on disk or memory stick should be saved to the relevant file on the

server or laptop. The disk or memory stick should then be securely returned (if applicable), safely stored or wiped and securely disposed of.

Always lock (password protect) your computer or laptop when left unattended.

Passwords:

Do not use passwords that are easy to guess. All your passwords should contain both upper and lower-case letters and preferably contain some numbers. Ideally passwords should be 6 characters or more in length.

Data Storage:

Personal data will be stored securely and will only be accessible to authorised Trustees, volunteers or staff.

Information will be stored for only as long as it is needed or required by statute and will be disposed of appropriately. For financial records this will be up to 7 years. For employee records see below. Archival material such as minutes and legal documents will be stored indefinitely. Other correspondence and emails will be disposed of when no longer required or when Trustees, staff or volunteers retire.

All personal data held for the organisation must be non-recoverable from any computer which has been passed on/sold to a third party.

CCTV (Closed Circuit Television):

Use of CCTV is covered both by Data Protection legislation and by the Protection of Freedoms Act (POFA) and the Human Rights Act 1998 and particular care is therefore required in the use, recording, storage and access to recorded material. Separate procedures will be required. This is to ensure that the rights of individuals recorded by surveillance systems are protected and that the information can be used effectively for its intended purpose. Please see our CCTV policy.

Information Regarding Recruitment, Employees or Former Employees:

Information regarding an employee or a former employee will be kept indefinitely. If something occurs years later it might be necessary to refer back to a job application or other document to check what was disclosed earlier, in order that Trustees comply with their obligations e.g. regarding employment law, taxation, pensions or insurance.

With recruitment, information gathered from applicants who were unsuccessful, will be held for a limited period of six months, until it is clear that the unsuccessful applicant will not be offered a position with the CIO.

Accident File:

This will be checked regularly. Any page which has been completed will be removed, appropriate action taken and the page filed securely.

Data Subject Access Requests (SAR):

The Freedom of Information Act 2000 gives individuals the right to request access to information held by public authorities, including the CIO. Individuals have a right to make a Subject Access Request (SAR) to find out whether the CIO holds their personal data, where, what it is used for and to have data corrected if it is wrong, to prevent use which is causing them damage or distress, or to stop marketing information being sent to them. Any SAR must be dealt with within 30 days. Steps must first be taken to confirm the identity of the individual before providing information, requiring both photo identification e.g. passport and confirmation of address e.g. recent utility bill, bank or credit card statement.

We may occasionally need to share data with other agencies such as the local authority, funding bodies and other voluntary agencies in circumstances which are not in furtherance of the management

of the CIO. The circumstances where the law allows the CIO to disclose data (including sensitive data) without the data subject's consent are:

- Carrying out a legal duty or as authorised by the Secretary of State Protecting vital interests of a Data Subject or other person e.g. child protection
- The Data Subject has already made the information public
- Conducting any legal proceedings, obtaining legal advice or defending any legal rights
- Monitoring for equal opportunities purposes – i.e. race, disability or religion

The CIO aims to comply fully with its obligations under the Act and to ensure that the service it provides for those wishing to gain access to information is simple, efficient, and effective.

Staff authorised to handle requests will follow the 'Handling Subject Access Requests for Information' guidance.

Risk Management:

The consequences of breaching Data Protection can cause harm or distress to service users if their information is released to inappropriate people, or they could be denied a service to which they are entitled. Trustees, staff and volunteers should be aware that they can be personally liable if they use customers' personal data inappropriately. This policy is designed to minimise the risks and to ensure that the reputation of the CIO is not damaged through inappropriate or unauthorised access and sharing.

Nursery - Consent and Sharing of Information

In addition to all of the above, our staff and volunteers understand the need to protect the privacy of the children in their care as well the legal requirements that exist to ensure that information relating to a child is handled in a way that ensures confidentiality. We are required to keep the following written records of each child in our care:

- Full name and date of birth
- The name and address of every parent and/or carer who is known to the Nursery, and any other person who has parental responsibility for the child
- Which parent(s) and/or carer(s) the child normally lives with
- Emergency contact details for parents and/or carers

The Early Years Foundation Stage also requires us to keep the following written records:

- Complaints received and their outcomes
- Parental permission for outings
- Physical intervention
- All medicines administered to children
- Accidents and first aid treatment while in our care
- Information about staff qualifications and vetting processes, recording the reference number, date disclosure obtained and who obtained it
- Staff name, home address and telephone number
- Name, home address and telephone number of anyone who will regularly be in unsupervised contact with the children attending our Nursery
- A daily record of the names of children looked after in the Nursery, their hours of attendance and names of the children's key person
- Each child's dietary needs

Records

Records are kept to maintain our organisation and include health and safety records, development plans, financial records, and employment records of staff, students and volunteers.

We inform parents/carers when we need to record confidential information beyond the general personal information we keep. For example, with regard to any injuries, concerns, or changes in

relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection, and any contact and correspondence with external agencies in relation to their child. The Nursery Manager stores all our confidential records and information manually in a secure and lockable cabinet in the office.

We keep records on children attending our setting:

Personal records -These include registration and consent forms, a record of relevant contact with parents, correspondence concerning the child or family from other agencies, observations by staff on any confidential matter such as developmental concerns or safeguarding matters. Parents can request to see this information about their own children but do not have access to information about any other child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the Durham Safeguarding Children's Partnership (DSCP), with the provision that the care and safety of the child is paramount.

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 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 Registered Nominated Person, the Nursery Manager and the Designated Safeguarding Lead should take the decision. 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 at risk of suffering, significant harm
 - To *prevent* significant harm arising to children and young people or serious harm to adults, including the prevention, detection and prosecution of serious crime

All staff are aware that personal information given by parents is confidential and only for use within the Nursery where it affects planning for the child's needs. If parents share information about themselves with other parents as well as staff we cannot be held responsible if information is shared by those parents whom the person has 'confided' in. We will share relevant information with another setting or school when your child is ready to move on.

All staff and volunteers are made aware of the importance of not disclosing any information they may know regarding the children, families and staff to anyone outside the Nursery/Centre environment. Staff should only discuss concerns with the Manager, the Designated Safeguarding Lead or Registered Nominated Person. That person will then decide who else needs to have the information and they will disseminate it on a 'need-to-know' basis.

Information shared must be accurate and up-to-date, necessary for the purpose it is being shared for, shared only with those who need to know and shared securely in line with the 'Eight Golden Rules' (see **Appendix 1**) and the eight principles of the Data Protection Act mentioned above. We will record decisions made and the reasons why information will be shared and to whom. Our Safeguarding and Child Protection policy sets out how and where information should be recorded.

The induction process for all staff, volunteers and personnel working within the Centre/Nursery includes an awareness of the importance of confidentiality and requires all to sign our 'Confidentiality Agreement'.

Failure to comply with this policy may result in disciplinary action including dismissal.

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998 and the General Data Protection Regulations – 25 May 2018.

In case of any complaints, queries or questions in relation to this policy please contact the Data Protection Officer.

Appendix 1

Data Protection – Eight Golden Rules

Our procedure is based on the eight golden rules for information sharing as set out in *Information Sharing: Guidance for Practitioners and Managers (Durham.Gov.Uk)*.

1. **Remember that the Data Protection Act is not a barrier to sharing information** but provides a framework to ensure that personal information about living persons is shared appropriately.
2. **If there are concerns that a child may be at risk of significant harm or an adult at risk of serious harm**, then it is your duty to follow the relevant procedures immediately. Seek advice if you are not sure what to do at any stage and ensure that the outcome of the discussion is recorded.
3. **Be open and honest** with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
4. **Seek advice** if you are in any doubt, without disclosing the identity of the person where possible.
5. **Share with consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. You should go ahead and share information without consent if, in your judgement, that lack of consent can be overridden in the public interest, or where a child is at risk of significant harm. You will need to base your judgement on the facts of the case.
6. **Consider safety and well-being:** Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
7. **Necessary, proportionate, relevant, accurate, timely and secure:** Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
8. **Keep a record** of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Conflict Of Interest Policy

Why we have a policy

Trustees have a legal obligation to act in the best interests of Eastlea Community Centre (the CIO) and in accordance with the CIO's governing document, and to avoid situations where there may be a potential conflict of interest. Staff and volunteers have similar obligations.

A Conflict of Interest policy makes the CIO's intentions clear and provides guidance on what standards of behaviour are expected.

Conflicts of interests may arise where an individual's personal or family interests and/or loyalties conflict with those of the CIO. Such conflicts may create problems; they can:

- Inhibit free discussion
- Result in decisions or actions that are not in the interests of the CIO
- Risk the impression that the CIO has acted improperly

The aim of this policy is to protect both the CIO and the individuals involved from any appearance of impropriety. Even the appearance of a conflict of interest can damage the CIO's reputation, so conflicts need to be managed carefully and with transparency.

Definition

Conflict of interest: A conflict of interest is any situation in which a Trustee's personal interests or loyalties could, or could be seen to; prevent them from making a decision only in the best interests of the charity.

Conflict of loyalty: This means a particular type of conflict of interest, in which Trustee's loyalty or duty to another person or organisation could prevent the Trustee from making a decision only in the best interests of the charity.

Conflicts of interest and conflicts of loyalty (section 7 of the CIO's governing document) states:

A charity Trustee must:

- (1) Declare the nature and extent of any interest, direct or indirect, which he or she has in a proposed transaction or arrangement with the CIO or in any transaction or arrangement entered into by the CIO which has not previously been declared; and
- (2) Absent himself or herself from any discussions of the charity Trustees in which it is possible that a conflict of interest will arise between his or her duty to act solely in the interests of the CIO and any personal interest (including but not limited to any financial interest). Any charity Trustee absenting himself or herself from any discussions in accordance with this clause must not vote or be counted as part of the quorum in any decision of the charity Trustees on the matter

The most common types of conflict include:

- Direct financial gain or benefit to the Trustee, such as payment to a Trustee for services provided to the CIO or the award of a contract to another organisation in which a Trustee has an interest and from which a Trustee will receive a financial benefit; or the employment of a Trustee in a separate post within the CIO, even when the Trustee has resigned in order to take up the employment.
- Indirect financial gain, such as employment by the CIO of a relation or friend of a Trustee or external funding for personal interests or loyalties
- Connected persons - business and personal interests of their spouse, partner, family and close relatives
- Non-financial gain, such as when a user of the charity's services is also a Trustee

The declaration of interests

Accordingly, we ask that Trustees declare their interests, and any gifts or hospitality offered and received in connection with their role in the CIO. Declarations of interests are a standard agenda item and should be declared at the start of each meeting. A declaration of interests form is provided for this purpose, listing the types of interest you should declare. To be effective, the declaration of interests needs to be updated at least annually, and when any material changes occur.

Data protection

The information provided will be processed in accordance with data protection principles as set out in the Data Protection Act 1998. Data will be processed only to ensure that Trustees act in the best interests of the CIO. The information provided will not be used for any other purpose.

What to do if you face a conflict of interest

If you believe you have a perceived or real conflict of interest you should:

- Declare the interest at the earliest opportunity
- Withdraw from discussions and decisions relating to the conflict

The CIO should take special care to ensure that minutes or other documents relating to the item presenting a conflict are appropriately redacted for the person facing the conflict. A balance needs to be made to ensure that the person still receives sufficient information about the activities of the CIO generally without disclosing such sensitive information that could place the individual in an untenable position.

If you are user of the CIO's services, or the carer of someone who uses the CIO's services, you should not be involved in decisions that directly affect the service that you or the people you care for receive. You should declare your interest at the earliest opportunity and withdraw from any subsequent discussion, unless expressly invited to remain in order to provide information. In this case you may not participate in, or influence, the decision, or any vote on the matter. You will not be counted in the quorum for that part of the meeting and must withdraw from the meeting during any vote on the conflicted item.

There are situations where you may participate in discussions from which you could indirectly benefit, for example where the benefits are universal to all users, or where your benefit is minimal.

This action will be agreed by the Trustees and minuted accordingly. If you fail to declare an interest that is known to Trustees of the CIO, the Trustees will declare that interest.

Decisions taken where a Trustee or member of staff has an interest

In the event of the board having to decide upon a question in which a Trustee or member of staff has an interest, all decisions will be made by vote. A quorum must be present (two Trustees or the number nearest to one third of the total number of Trustees, whichever is greater) for the discussion and decision; interested parties will not be counted when deciding whether the meeting is quorate. Interested board members may not vote on matters affecting their own interests.

All decisions under a conflict of interest will be recorded by the CIO and reported in the minutes of the meeting. The report will record:

- The nature and extent of the conflict
- An outline of the discussion
- The actions taken to manage the conflict

Where a Trustee benefits from the decision, this will be reported in the annual report and accounts in accordance with the current Charities SORP.

All payments or benefits in kind to Trustees will be reported in the CIO's accounts and annual report, with amounts for each Trustee listed for the year in question.

Where members of the CIO's staff are connected to a party involved in the supply of a service or product to the charity, this information will be fully disclosed in the annual report and accounts.

Independent external moderation will be used where conflicts cannot be resolved through the usual procedures.

Managing contracts/applying for funding

Any Trustee, who has a financial interest in a matter under discussion, should declare the nature of their interest and withdraw from the room, unless they have a dispensation to speak.

If a Trustee has any interest in the matter under discussion, which creates a real danger of bias, that is, the interest affects their, or a member of their family or household, more than the generality affected by the decision should declare the nature of the interest and withdraw from the room, unless they have a dispensation to speak.

If a Trustee has any other interest which does not create a real danger of bias, but which might reasonably cause others to think it could influence their decision, they should declare the nature of the interest, but may remain in the room, participate in the discussion, and vote if they wish.

If in any doubt about the application of these rules they should consult with the Trustees.

Any member of staff or volunteer who also has such conflicts of interest when applying for funding or contracts should also declare interest and the matter be discussed as above with the board of Trustees.

What does the law say about conflicts of interest regarding Trustees?

The law states that Trustees cannot receive any benefit from their charity in return for any service they provide to the charity unless they have express legal authority to do so. This legal authority will come either from a clause in the charity's governing document or, where there is no adequate clause in the governing document, from the Charity Commission or the court.

It is acceptable to repay reasonable out of pocket expenses to Trustees. Any reasonable costs that allow Trustees to carry out their duties can be classed as legitimate expenses and recovered from the charity or met directly by the charity.

Monitoring and Review

It is the responsibility of the CIO Trustees to monitor and review this policy on an annual basis

Data Breach Policy

Introduction

The Charitable Incorporated Organisation (CIO) collects, holds and processes personal data, a valuable asset that needs to be suitably protected. Every care is taken to protect personal data from incidents (either accidentally or deliberately) to avoid a data protection breach that could compromise security. Compromise of information, confidentiality, integrity, or availability may result in harm to individual(s), reputational damage, detrimental effect on service provision, legislative non-compliance, and/or financial costs to the CIO.

Purpose and Scope

The CIO is obliged under Data Protection Act 1998 (DPA) and the General Data Protection Regulations (GDPR) to have in place an organisation framework designed to ensure the security of all personal data during its lifecycle, including clear lines of responsibility. This policy sets out the procedure to be followed to ensure a consistent and effective approach is in place for managing data breach and information security incidents within the CIO. It relates to all personal and special categories (sensitive) data held by the CIO regardless of format.

This policy applies to all Trustees, staff and volunteers at the CIO. The objective of this policy is to contain any breaches, to minimise the risk associated with the breach and consider what action is necessary to secure personal data and prevent further breaches.

Definitions / Types of breach

For the purpose of this policy, data security breaches include both confirmed and suspected incidents and include an incident, event or action which may compromise the confidentiality, integrity or availability of systems or data, which may result in harm to individual(s), reputational damage, detrimental effect on service provision, legislative non-compliance, and/or financial costs.

An incident includes but is not restricted to, the following:

- Loss or theft of confidential or sensitive data or equipment on which such data is stored (e.g. loss of laptop, USB stick, iPad / tablet device, or paper record)
- Equipment theft or failure
- System failure
- Unauthorised use of, access to or modification of data or information systems
- Attempts (failed or successful) to gain unauthorised access to information or IT system(s)
- Unauthorised disclosure of sensitive / confidential data
- Unforeseen circumstances such as a fire or flood
- Human error
- 'blagging' offences where information is obtained by deceiving the CIO

Reporting an incident

Any individual who accesses, uses or manages the CIO's information is responsible for reporting data breach and information security incidents immediately to their line manager. All data breaches and information security incidents will be forwarded to the Data Protection Officer

If the breach occurs or is discovered outside normal working hours, it must be reported as soon as is practicable. The report must include full and accurate details of the incident, when the breach occurred (dates and times), who is reporting it, if the data relates to people, the nature of the information, and how many individuals are involved. An Incident Report Form should be completed as part of the reporting process (refer to Appendix 1).

All staff should be aware that any breach of Data Protection legislation may result in the CIO's Disciplinary Procedures being instigated.

Containment and recovery

The Data Protection Officer (DPO) will firstly determine if the breach is still occurring. If so, the appropriate steps will be taken immediately to minimise the effect of the breach. An initial assessment will be made by the DPO in liaison with the line manager to establish the severity of the breach. The DPO will take the lead investigating the breach, to establish whether there is anything that can be done to recover any losses and limit the damage the breach could cause. The DPO will inform the management committee.

The DPO will establish who may need to be notified as part of the initial containment and will inform the police, where appropriate. The DPO, in liaison with the management committee will determine the suitable course of action to be taken to ensure a resolution to the incident.

Investigation and risk assessment

An investigation will be undertaken by the DPO immediately and wherever possible, within 24 hours of the breach being discovered / reported. The DPO will investigate the breach and assess the risks associated with it, for example, the potential adverse consequences for individuals, how serious or substantial those are and how likely they are to occur. The investigation will need to take into account the following:

- The type of data involved
- Its sensitivity
- The protections are in place (e.g. encryptions)
- What has happened to the data (e.g. has it been lost or stolen)
- Whether the data could be put to any illegal or inappropriate use
- Data subject(s) affected by the breach, number of individuals involved and the potential effects on those data subject(s)
- Whether there are wider consequences to the breach

Notification

The DPO, in consultation with the management committee will establish whether the Information Commissioner's Office will need to be notified of the breach, and if so, notify them within 72 hours of becoming aware of the breach, where feasible.

Every incident will be assessed on a case by case basis; however, the following will need to be considered:

- Whether the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms under DPA and GDPR
- Whether notification would assist the individual(s) affected (e.g. could they act on the information to mitigate risks?)
- Whether notification would help prevent the unauthorised or unlawful use of personal data
- Whether there are any legal / contractual notification requirements
- The dangers of over notifying. Not every incident warrants notification and over notification may cause disproportionate enquiries and work

Individuals whose personal data has been affected by the incident, and where it has been considered likely to result in a high risk of adversely affecting that individual's rights and freedoms, will be informed without undue delay. Notification will include a description of how and when the breach occurred and the data involved. Specific and clear advice will be given on what they can do to protect themselves, and include what action has already been taken to mitigate the risks. Individuals will also be provided with a way in which they can contact the CIO for further information or to ask questions on what has occurred.

The DPO must consider notifying third parties such as the police, insurers and banks or credit card companies. This would be appropriate where illegal activity is known or is believed to have occurred, or where there is a risk that illegal activity might occur in the future.

Appendix 1 - DATA BREACH REPORT FORM

Please act promptly to report any data breaches. If you discover a data breach, please notify your line manager immediately, complete **Section 1** of this form and forward it to the Data Protection Officer.

Section 1: Notification of Data Security Breach	To be completed by Line Manager of person reporting incident
Date incident was discovered:	
Date(s) of incident:	
Place of incident:	
Name of person reporting incident:	
Contact details of person reporting incident (email address, telephone number):	
Brief description of incident or details of the information lost:	
Number of Data Subjects affected, if known:	
Has any personal data been placed at risk? If, so please provide details:	
Brief description of any action taken at the time of discovery:	
For use by the Data Protection Officer	
Received by:	
On (date):	
Forwarded for action to:	
On (date):	

Section 2: Assessment of Severity	To be completed by the Data Protection Officer in consultation with the Manager of the area affected by the breach
Details of the IT systems, equipment, devices, records involved in the security breach:	
Details of information loss:	
What is the nature of the information lost?	
How much data has been lost? If laptop lost/stolen: how and when was the laptop backed up?	
Is the information unique? Will its loss have adverse operational, research, financial legal, liability or reputational consequences for the CIO?	
How many data subjects are affected?	
What is the nature of the sensitivity of the data? Please provide details of any types of information that fall into any of the following categories:	
<p>HIGH RISK personal data Special categories personal data (as defined in the Data Protection Legislation) relating to a living, identifiable individual's</p> <ul style="list-style-type: none"> a) racial or ethnic origin b) political opinions or religious beliefs c) genetics d) health e) sex life or sexual orientation 	
<ul style="list-style-type: none"> • Information that could be used to commit identity fraud such as; personal bank account and other financial information; national identifiers, such as National Insurance Number 	
<ul style="list-style-type: none"> • Personal information relating to vulnerable adults and children; 	
<ul style="list-style-type: none"> • Detailed profiles of individuals including information about work performance, salaries or personal life that would cause significant damage or distress to that person if disclosed; 	
<ul style="list-style-type: none"> • Security information that would compromise the safety of individuals if disclosed. 	
Data Protection Officer to consider whether it should be escalated to the Management Committee member.	

Section 3: Action taken	To be completed by Data Protection Officer
Incident number:	e.g. year/001
Report received by:	
On (date):	
Action taken by responsible officer/manager:	
Was incident reported to Police?	Yes/No If YES, notified on (date):
Follow up action required/recommended:	
Reported to Data Protection Officer on (date):	
For use of Data Protection Officer	
Notification to ICO:	YES/NO If YES, notified on: Details:
Notification to data subjects:	YES/NO If YES, notified on: Details:

Disciplinary Procedure

1. Whilst the Charitable Incorporated Organisation (CIO) does not intend to impose unreasonable rules of conduct on its employees, certain standards of behaviour are necessary to maintain good industrial order and discipline in the interest of all staff and volunteers.
2. We prefer that discipline be voluntary and self-imposed and in the great majority of cases this is how it works. However, from time to time, it may be necessary to take action towards individuals whose behaviour or performance is unacceptable.
3. Minor faults will be dealt with informally. However, in cases where informal discussion does not lead to improvement or where the matter is more serious, e.g. being under the influence of alcohol or drugs, unjustified absences, poor time-keeping, sub-standard performance, the following procedure will be used. At all stages, the employee will be given the chance to state his/her case, accompanied if requested by a trade union official or a fellow employee of his/her choice during disciplinary interview. It should be noted; however, that an employee's behaviour is not looked at in isolation but each incident of misconduct is regarded cumulatively with any previous occurrences.
4. Matters relating to or arising under the Disciplinary Procedure must be treated as confidential at all times. Failure to do so may itself constitute grounds for initiating disciplinary action.

Stage 1

The employee will be given a formal *VERBAL WARNING* by the management or immediate superior. He/she will be advised of the reason for the warning and that this warning is the first stage of the disciplinary procedure. A note of the verbal warning may be recorded but nullified after six months, subject to satisfactory conduct and performance.

Stage 2

If conduct or work performance does not improve within the currency of a prior warning, or if the offence is regarded as more serious, a *FIRST WRITTEN WARNING* may be given. This will give details of the complaint and the likely consequences if the terms of the warning are not complied with. This warning will be recorded but again nullified after twelve months, subject to satisfactory conduct and performance.

Stage 3

Failure to improve in response to the procedure so far, a repeat of misconduct for which a warning or warnings have previously been issued, or a first instance of serious misconduct, will result in a *FINAL WRITTEN WARNING* being issued. This will give details of the complaint and notification that dismissal will probably result if the terms of the warning are not complied with. This warning will be recorded but again nullified after twelve months, subject to satisfactory conduct and performance.

Stage 4

Failure to meet the requirements set out in the final written warning will normally lead to *DISMISSAL* with appropriate notice. A decision of this kind will only be made after the fullest possible investigation. Dismissal can be authorised only by the Charity Trustees of the CIO. The employee will be informed of the reasons for dismissal and the date on which employment will terminate.

Gross Misconduct

Offences under this heading are so serious that an employee who commits them will normally be summarily dismissed. In such cases, the CIO reserves the right to dismiss without notice of termination or payment in lieu of notice. Examples of gross misconduct are:

- Any breakage of the law, such as theft and unauthorised possession of CIO property, deliberate falsification of records or any other form of dishonesty.
- Wilfully causing harm or injury to another employee
- Performing an action that is liable to cause injury to other people or damage the CIO's property.
- Wilful refusal to obey a reasonable instruction.

- Incapacity through an excess of alcohol or drugs.

The above is a guide and is not an exhaustive list.

Suspension

In the event of serious misconduct an employee may be suspended on full basic pay while an investigation is carried out. Such suspension is a neutral act, which *DOES NOT* imply guilt or blame and will be for as short a period as possible.

Appeals

An employee may appeal against a disciplinary decision, including dismissal, to the Charity Trustees of the CIO within one calendar week of the decision. Appeals should be in writing. At the appeal hearing, the employee will again be given the chance to state his/her case and will have the right to be accompanied by a trade union official or a fellow employee of his/her choice. **The CIO's decision will be final.**

Employees with less than one year's service

The CIO reserves the right not to apply this disciplinary procedure to any employee who has less than one year's continuous employment with the CIO.

Early Years Foundation Stage (EYFS 2024)

Learning & Development

The overall aim of the Nursery is to offer a range of activities, opportunities and experiences that will enable all children that attend to develop skills, confidence and independence. Each area of learning and development is implemented through planned, purposeful play and through a mix of adult-led and child-initiated activity. Key persons use continuous monitoring to plan activities to maximise each child's learning and consider their individual needs, interests and stage of development. Staff plans activities around the three different ways of learning: providing opportunities for playing and exploring; active learning; creating and thinking critically.

Activities

Adult-led activities provide the children with the opportunity to work together. They can experiment with different materials and provide the opportunity to help with planning, preparing and clearing away. We also aim to encourage the development of language, operation, problem solving and self-esteem, to produce something to take home and/or to learn.

Experiences & Play

The children have the opportunity to play as well as to experience a wide variety of adult-led and child-initiated activities. This is particularly important with very young children. These may include things like exploring natural materials, story sessions and singing (circle time). Children learn through their senses. We therefore need to stimulate this as early as possible. Play is essential for children's development, building their confidence as they learn to explore, to think about problems, and relate to others. Children learn by leading their own play, and by taking part in play, which is guided by adults. It is important to provide activities that are fun as well as educational. These experiences will be the foundation for when they go to school and begin to do formal curriculum work, as an example playing with water, sinking and floating (science).

Opportunities and Special Needs

The above is offered to all children regardless of sex, ability or age. Applications for the admission of children with special needs will be considered sympathetically and confidentially, taking account of whether the Nursery has the capacity to provide effectively for the child's needs. All children are encouraged to participate in activities etc., but will never be forced to do so. (See SEND Policy, Looked after Children Policy and Equality, Diversity & Inclusion Policy for further details).

Children whose home language is not English

For children whose home language is not English, we endeavour to provide opportunities to develop and use their home language in play and learning and support their language development at home. We will ensure that children have sufficient opportunities to learn and reach a good standard in English. When assessing communication, language and literacy skills, key persons will assess children's skills in English. If a child does not have a strong grasp of the English language, we will explore the child's skills in the home language with parents and/or carers to establish whether there is cause for concern about language delay.

The areas of Learning and Development

The statutory framework for EYFS defines seven areas of learning and development that are all important and inter-connected.

Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive. These three areas, the **prime areas** are:

- communication and language
- physical development
- personal, social and emotional development

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

- literacy
- mathematics
- understanding the world
- expressive arts and design

Our programme makes links to the statutory framework to involve activities and experiences for children as follows:

Communication and language development involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations

Physical development involves providing opportunities for the children to be active and interactive both indoors and outside and to develop their co-ordination, control, and movement. Children are helped to understand the importance of physical activity and to make healthy choices in relation to food

Personal, social and emotional development involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities. Stickers and rewards are freely given to reinforce good values and respect

Literacy development involves encouraging children to link sounds and letters and to begin to read and write. Children are given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest. Stories are read to the group, individually discussed and acted out

Mathematics involves providing children with opportunities and practical activities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures

Understanding the world involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment

Expressive arts and design involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology

Assessment

Each child's key person is responsible for observing and maintaining records of each child's developmental progress. Continuous assessment (which includes observations that parents and carers share) is used to ensure every child's learning and care is tailored to meet their individual needs and to understand their level of achievement, interests and learning styles. Parents and carers are encouraged to discuss their child's developmental progress and care with the staff throughout the year. Key persons are required to keep parents and carers updated, which can be arranged at agreed times.

The following records are kept (all records are kept in line with our Confidentiality, Data Protection and sharing Information Policy):

Long Observations

Where necessary staff will carry out 'long observations', in particular if there is a concern about a child's development.

Progress Check at Age 2 – Integrated Review

The Integrated Review is the bringing together of health and early education reviews for young children at the age of two to three. This could involve local authorities, health visiting services and early year's providers. This is an important time for children and their parent/carers and a period of rapid growth, learning and development in a young child's life. It is also a crucial time when a child's need for additional support from health services or the education system can become clear.

Either the Nursery or where the child spends the most time completes the integrated review. It is a statutory requirement for the provider to share the progress check with the parents/carers. There is an expectation that the parents will share it with the health visitor, ideally to coincide with the Healthy Child Programme two-year-review. The Nursery supports the parents/carers to attend a meeting that involves the parents/carers, health visitor and key person/Nursery Manager to discuss the integrated review and outcomes for the child.

When a child is aged between two and three years, the key person will review their progress, and provide the parents or carers with a short written summary of their child's development in the three prime areas. This progress check must identify the child's strengths, and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, the key person along with the Nursery Manager will develop a targeted plan to support the child's future learning and development involving parents/carers and other professionals (for example, the provider's Special Educational Needs Co-ordinator or health professionals) as appropriate.

Aims of the EYFS progress check at age two:

- Review a child's development progress in the three prime areas
- Ensure that parents/carers have a clear picture of their child's development
- Enable key person/staff and parents/carers to understand the child's needs and plan activities to meet them
- Note areas where a child is progressing well and identify any areas where progress is less than expected
- Describe actions the Nursery intends to take to address any developmental concerns (including working with other professionals where appropriate)

Emergency Evacuation Policy and Procedure

This policy details information needed for the safe and timely building evacuation of children and adults.

Key staff and responsibilities

All staff are responsible for the health and safety of all persons that use the Centre and Nursery. These include children, young people, parents, and volunteers, members of the public and other staff members.

- Nursery Manager - ensures emergency evacuation procedures are up to date and all Nursery personnel updated and appropriately trained. Arranges fire drill each half term, records drills and emergency evacuations and liaises with the Deputy to monitor procedures
- Deputy Manager – instructs staff and leads all drills and emergency evacuations, liaises with the Nursery Manager.
- The member of staff holding the door counts the children as they leave the building. The Senior Early Years Practitioner is alerted if there are any discrepancies between the numbers counted out and the numbers of children attending that session.
- Senior Early Years Practitioner (Debbie Finkel) – collects register, mobile phone, emergency contact list, checks room (if safe to do so), closes the door and collects the yellow high visibility waistcoat from the outdoor coat stand. ***(In the event that the alarm is raised whilst the Nursery staff and children are outdoors in the play area, the member of staff on indoor cleaning duty will assume the role of the Senior Early Years Practitioner, only if safe to do so, before making their way to the designated evacuation assembly point)***
- Senior Early Years Practitioner liaises with Deputy and Manager to assist in recording of drills and emergency evacuations

All Nursery/Centre personnel must ensure that:

- All fire exit doors are unlocked and kept free of any obstruction
- All corridors and doorways are kept free of any obstruction
- They are familiar with the location of all fire alarm points
- They are familiar with the evacuation procedure
- A phone is available and charged at all times
- They understand their allocated specific tasks in an emergency

In safeguarding our children, the gate of the outdoor play area is kept locked. Nursery/Centre personnel on duty are responsible for, and **must wear** the key, which unlocks the gate in the event of an emergency.

Location of equipment

Fire extinguishers are located: Main corridor, entrance foyer, Nursery room 1 (Caterpillars), kitchen, main hall (both sides), boiler room, stage and the changing room corridor

Fire blankets are located: Kitchen

Fire extinguishers should only be used by trained personnel and if safe to do so. Everyone should be evacuated from the building in case the fire spreads and the fire department alerted. While everyone wants to stay and help put out a small fire if they can, it is more important to stay safe and leave the building unharmed.

What to do in the event of discovering a fire, flood or any other reason for an emergency evacuation:

If you have a serious concern that may result in the evacuation of the building, in the first instance, notify a senior member of staff, who will investigate and initiate the evacuation procedure if necessary.

- All staff on duty in the Nursery **must** wear a key for the external gate which is available at the start of each session
- Stay calm
- Sound the alarm
- Walk do not run

Stage 1 evacuation:

Children will be escorted to the designated evacuation assembly points, which is clearly signposted and located next to the external gate in the outdoor play area. During the evacuation registers, Nursery mobile phone, and emergency contact details for children and staff are taken.

Stage 2 evacuation:

In the event that the emergency is in the one of the Nursery rooms, continue the evacuation by leading the children through the external gate of the outdoor play area to the Stage 2 designated assembly point, which is clearly signposted in the picnic area to the rear of the Centre's car park.

- The registers will be called and a head count done of children and all Nursery personnel
- Designated Centre and Nursery personnel will check the premises including the toilets and close doors (if possible) when confident that there are no people left inside
- Only and if it is not too dangerous and if you are sure you can do it quickly and safely, attempt to put out the fire using the appropriate fire fighting equipment
- Dial 999 and ask for the fire service, giving clear details of the situation. Do not replace the handset until the fire services confirms our address

Eastlea Community Centre, Stockton Road, Seaham. SR7 8DX. Tel: 01915812399

- Do not enter the building until informed it is safe to do so by the Nursery/Deputy/Centre Manager, or Fire Brigade
- Upon re-entering the building, another head count of children and staff must be done

In the event that an evacuation cannot be done safely

- Stay where you are safe and keep low to the ground
- Keep the children calm and together
- Wherever possible alert somebody to your location and the identity of anybody with you

Emergency evacuation drills are completed each half term and must be carried out within four weeks of a new intake of children / young people. Children will be made aware of the fire safety procedures during their settling in period and on regular occasions from then on. All children will be made aware of the location of fire exits and the evacuation assembly point.

Personal Emergency Evacuation Plans (PEEP) will be in place for those children with special educational needs and/or disabilities (SEND) and identified as needing a PEEP, to aid the procedure for a safe evacuation.

Practice emergency evacuation drills are carried out as described above. All drills are logged in the Emergency Evacuation logbook, noting any problems and solutions. Details will include: date, time, number of children and staff, how long the evacuation took and comments. The Nursery Manager, Deputy and Centre Manager log the drill.

The Centre Manager and Caretaker carry out fire risk assessments on an annual basis, in addition to the Nursery's fire risk assessment.

**Any concerns about safety inside or outside of the Centre, the evacuation will move and assemble at the Mallard, Stockton Road, Seaham SR7 8EP
Telephone 0191 5812720**

Employment and Recruitment Policy

Tots 'R' Us Nursery and Eastlea Community Centre are committed to promoting the welfare and safeguarding of all children and young people, in addition to providing the best possible care and learning. We are also committed to providing a happy and supportive working environment to all of our staff, volunteers and students. The Nursery and Centre recognises that, in order to achieve these aims, it is of great importance to attract, recruit and retain staff who will share this commitment.

Aims

- We wish to promote equal opportunities to all in employment and volunteering opportunities, irrespective of gender, race, disability, age, nationality, national or ethnic origin, sexuality, religion, marital status and social class. We oppose all forms of unlawful and unfair discrimination
- To ensure the best possible staff and volunteers are recruited on the basis of their qualifications, experience, abilities and suitability for the position
- To ensure the Nursery/Centre meets its commitment to safeguarding and promoting the welfare of children and young people by carrying out all necessary pre-employment checks
- To ensure compliance with all relevant legislation, recommendations and guidance

Staff

Our staff are appropriately qualified and have the necessary skills and knowledge and clear understanding of their roles and responsibilities. We provide a staffing ratio in line with the requirements of The Office for Standards in Education, Children's Services and Skills (Ofsted) delivered through the Statutory Framework for the Early Years Foundation Stage (EYFS) to ensure that children have sufficient individual attention and to guarantee care and education of a high quality.

We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation. The Nursery will employ the best person for each job and will treat all applicants fairly for jobs and all those appointed. We will ensure this through the application form, qualifications, interviews, references, DBS checks, induction and probationary period. All staff have job descriptions, which set out their staff roles and responsibilities.

All staff must prove suitable to work within our Nursery/Centre by obtaining a Disclosure and Barring Service enhanced check in accordance with statutory requirements, prior to working in our Nursery/Centre. Staff are advised that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings, (whether received before or during their employment at the Nursery) and complete and sign our 'Staff Suitability Declaration' form. In addition, they must declare any information about their health and medication they are taking that may affect their suitability to work with children.

Staff are likely to become aware of confidential information within the Nursery about the children, its staff and parents/carers. Staff should follow the Centre/Nursery's Confidentiality, Data Protection and Sharing Information policy and procedures at all times. All staff must sign the Confidentiality agreement.

In our Nursery, our staffing arrangements meet the needs of all children and ensure their safety. We have at least one adult to every four children under three years of age and one adult to every eight children over three years of age. We use a key person system to ensure that each child has a named member of staff with whom to form a relationship and who plans with parents/carers for the child's wellbeing and development at Nursery. The key person meets regularly with a parent or carer to discuss their child's experiences at Nursery.

Volunteers

Volunteers form an invaluable part of our Nursery and Centre and have a wealth of knowledge, skills and experience to bring to our children and families. In return, we hope to give volunteers opportunities to exercise their skills in a different environment and to undertake new experiences.

We ensure that volunteers go through the same recruitment processes and checks as staff.

A volunteer is not an employee and will not have a contract of employment with the Nursery. We will however insist that the volunteer follows and complies with all Nursery/Centre policies and procedures in the same manner as a paid employee to ensure consistency. The volunteer's induction process will include an explanation of this.

Enhanced Disclosure and Barring Service check (DBS) must be in place, if required, before any volunteer starts the Nursery/Centre. All volunteers will follow the same process as for staff under 'Safer Recruitment' and 'Induction/Probationary Period' described below and are offered supervisions.

We will provide any training and support required for the role, including safeguarding and child protection, health and safety training. The purpose of this is to enable the volunteer to get the most out of their decision to volunteer and enhance their performance in their voluntary role within our team. All volunteers will access the same induction process as that of staff. In addition, we offer all of our volunteers' supervisions.

Volunteers are likely to become aware of confidential information within the Nursery about the children, its staff and parents/carers. Volunteers should follow the Centre/Nursery's Confidentiality, Data Protection and Sharing Information policy and procedures at all times. All volunteers must sign the Confidentiality agreement as well as the Volunteer Code of Conduct.

Volunteers, who we deem sufficiently experienced may form part of our ratios, however, volunteers will be supervised at all times.

Students

We recognise that qualifications and training make an important contribution to the quality of the care and education provided by early year's settings. We offer placements to students undertaking early year's qualifications and for school pupils on work experience. We aim to provide experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early years care and education.

Students will be expected to give their college as a reference, to ensure that they are suitably placed within the Nursery. Students above 16 years old are expected to have a satisfactory DBS check and once in place will be able to start a placement with us. They will be subject to a probationary period as agreed with their supervisor.

We do not count students undertaking qualification courses placed in our Nursery on a short-term basis in our staffing ratios. The needs of the children remain paramount, so we will not admit students in numbers that hinder the essential work of the Nursery. Schools placing students under the age of 17 years are requested to vouch for their good character. We supervise all students at all times and do not allow them to have unsupervised access to children.

We have employers' liability insurance and public liability insurance, which covers all our staff, students and volunteers. We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study. Students will go through the induction process during the first weeks of their placement to see how the Nursery operates, how sessions are organised and to provide our policies and procedures.

Students may become aware of confidential information within the Nursery about the children, its staff and parents/carers. Students should follow the Centre/Nursery's Confidentiality, Data Protection and Sharing Information policy and procedures at all times. All students must sign the Confidentiality agreement.

Safer Recruitment

The Nursery Manager, Senior Practitioner, and Trustees who form part of the interview panel have all undertaken Safer Recruitment Training. All safeguarding training will be updated every two years. In addition to this training, their knowledge and skills should be refreshed annually. The Nursery has an effective system in place to ensure that all practitioners and other people aged 16 or over likely to have regular contact with children are suitable to do so.

We will address safe recruitment and selection of employees and volunteers by doing the following:

- Accept that it our responsibility to check that all adults with regular access to children have been appropriately vetted through the Disclosure and Barring Service (DBS) and will not commence work until a satisfactory DBS is received
- Hold a register of relevant information taken from DBS certificates
- Ensure that every prospective new member of staff will complete an application form
- Make a request for previous addresses on application forms covering a period of five years minimum
- Obtain evidence of relevant qualifications
- Ask for the names of two referees who will be prepared to provide a written reference, which will be followed up by telephone calls
- Manager and two Trustees whom have completed safer recruitment training, interview prospective staff
- Previous experience of staff in working with children and a full employment history requested on application form, with any gaps investigated
- Carry out an induction for all staff and have a probationary period of at least three months
- The new member of staff will have access to all policies and procedures and management will complete individual staff files, which will include all supervisions, training and yearly appraisals
- All personnel will be given a copy of the Safeguarding and Child Protection Policy
- Expect all people connected with the Nursery who work directly with children to declare to them, all convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children
- All students/apprenticeships/volunteers will receive the Nursery's induction process, will abide by the Nursery's policies and procedures, and will never be left unsupervised at any time
- Provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the Nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974
- We give members of staff, volunteers and students' regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health and any medication they are taking
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- The deployment of staff within the Nursery allows for constant supervision and support
- All staff and volunteers will be DBS certificated, to be renewed every 3 years

Staff Development & Training

The Nursery/Centre highly values its staff. It is in the interests of the Nursery/Centre and our children and families that each member of staff member has the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children. Continued professional development is essential to maintaining the quality and delivery of high quality care and education for young children in early years. It underpins all aspects of curriculum delivery and positive interactions. At the Nursery, **100%** of our staff are qualified to Level 3 or equivalent in childcare and education. Our Nursery Manager is qualified to Level 6. We strongly promote constant professional development and all staff has individual training records. To facilitate the development of staff volunteers we:

- Coach, lead and role model with staff, and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through on-going communication, involvement and a 'no blame' culture to enhance Nursery practice

- Provide opportunities for delegation based on skills and expertise to offer recognition and stimulate staff
- Encourage staff to contribute ideas for change within the Nursery and hold regular staff team meetings to develop these ideas, as well as team meetings to discuss strategy, policy and curriculum planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses
- Encourage staff to pass on their knowledge to those who are less experienced and disseminate knowledge from external training to staff within the Nursery
- Provide in-house training relevant to the needs of the Nursery
- Carry out 1:1 supervisions with all staff, with at least one each term, plus an appraisal carried out every year and reviewed in 1:1 supervisions where objectives and action plans for staff are set out, whilst also sourcing training according to their individual needs
- Develop a database and training plan addressing both qualifications and continuous professional development needs of the Nursery and of individual staff
- Promote a positive learning culture within the Nursery
- Delegate responsibilities according to an individual's expertise
- Offer team building training
- Cascade information and hold internal training events
- Carry out training needs analysis for all individual staff and the team as a whole
- Provide inductions to welcome all new staff and assign a 'buddy/mentor' to coach and support new staff
- Offer on-going support and guidance
- Offer to staff varied information sources including membership to local and national organisations, resources, publications and literature.
- Recorded peer observations to observe each other's practice and reflect on own
- Manager/Deputy to observe staff in practice, record and feedback
- Encourage all of the above for our volunteers

Supervisions / Appraisals

At the Nursery, we implement a system of supervision for all of our staff following their induction and probation period. All staff receives supervision and an annual appraisal, together with opportunities for on-going professional development and training needs. Regular staff meetings provide opportunities for staff to undertake curriculum planning and to discuss the children's progress and any difficulties or challenges they may encounter. We support the work of our staff by means of regular monitoring. Regular one to one supervisions and team meetings are held throughout the academic year.

Supervision is part of the Nursery's overall performance management system and promotes a culture of mutual support, teamwork and continuous improvement. It encourages the confidential discussion of sensitive issues including the opportunity for staff and their Managers to:

- Discuss any issues – particularly concerning children's development or well-being
- Identify solutions to address issues as they arise
- Receive coaching to improve their personal effectiveness
- Discuss any concerns relating to changes in personal circumstances that might affect an individual's ability/suitability to work with children

The Manager and Registered Nominated Person, plan for 1:1 supervisions, appraisals and team meetings across the year. It is the responsibility of the Centre and Nursery Managers to plan sufficient time to ensure that all staff have supervisions and appraisals, in an appropriate environment free from interruption. If for any reason these have to be cancelled, a new date will be rearranged as soon as is practicable.

Staff have a responsibility to ensure that they are available for supervision and appraisal meetings and that any necessary paperwork and actions from previous supervisions/appraisals are complete and brought to the meeting. Information shared in supervisions and appraisals sessions are confidential.

There should always be something that a member of staff can discuss, e.g. a particular child's development, strengths or concerns. However, if there are times where staff may be struggling to identify areas to discuss in a supervision we will ask them to identify three things they have enjoyed about their job or done well since the last supervision and one thing they have least enjoyed and that requires further improvement.

The supervision/appraisal meeting is recorded on the appropriate record forms and completed by the Manager in a timely manner. Both parties will sign the record. This clearly sets out who does what and the timeframe, i.e. what the Manager is responsible for and what the practitioner needs to do. A copy of the supervision/appraisal record is given to the member of staff and a copy retained on their personal file. To ensure that the confidentiality and identity of individual children is maintained within the supervision record no names of the children discussed will be used only initials.

In addition to the above information, it is important that members of staff raise concerns as they arise and not wait until their termly supervision meeting or annual appraisal. We have an 'open door' policy so that anyone from our team can raise issues or have a chat, without the need for waiting for planned supervisions or meetings.

Induction/Probationary Period

Our induction programme ensures that new staff receives appropriate induction training to help them understand their roles and responsibilities. Each new member of staff is subject to a three-month probationary period and allocated a 'buddy/mentor'. The Manager will use the three-month probationary period to assess the suitability of a new member of staff, for the role, assessing their performance and competence to ensure they meet the required standards. During this probationary period, the new member of staff will continue to be supervised by their mentor.

The Manager/Deputy Manager with input from the Registered Nominated Person performs all inductions. Our written induction programme for all new staff includes the following:

- Explanation of the Induction Process
- Introduction to Centre/Nursery personnel and their roles
- Explain building/security measures, first aid arrangements/first aiders, and emergency evacuation procedures/exits. Complete self-confidence assessment tool in applying paediatric first aid
- Discuss role/job specification/description, probationary period, hours/shifts allocated, 'buddy' system, ID card, door codes, dress code/uniform
- Complete Personal/Emergency details form and provide contact details for the Centre/Nursery
- Provide overview of the Children, Young People and Families Service (Nursery, FAB and Teeny Tots)
- 'Buddy' up with Deputy/Senior Practitioner to spend some time in the Nursery observing routines, daily checks procedures, how to access all equipment to do role
- Provide Sickness/Absence Policy and explain how to report any absences
- Provide access to all CYPs Policies and Procedures
- Discuss and show accident/incident reporting documents and procedures
- Provide and give overview of Health and Safety Policy
- Provide a copy of the Safeguarding and Children Protection Policy and discuss reporting/recording procedures/whistle blowing
- Discuss Data Protection, Confidentiality and Sharing of Information (seven golden rules).
- Allocate login for use of computers
- Management structure/trustees/Ofsted/Contract (to be completed by the Nursery Manager)
- All policies and procedures to have been read and individually signed off
- Discuss and sign Confidentiality Policy/Agreement/Medication Declaration / Staff Behaviour Compliance/Acceptable Use Agreement/Staff Suitability Declaration (as each policy has been read and signed off)
- Mandatory training/e-learning, Safeguarding, Equality and Diversity, E-Safety/Prevent, DSCB, etc., (unless completed recently)
- Explain Children's Registration and Consent Forms
- Introduce to parents and key children

- Have an initial performance and development review (minimum 6 weeks)
- Probationary Period - Performance Review interview
- Observations / Team Meetings / 1:1 Supervisions/Agreement

During the induction period, the member of staff must demonstrate an understanding of, and compliance with policies, procedures, tasks and routines. At six weeks they will take part in an 'Initial Performance and Development Review' to monitor and review their progress and performance to date. Successful completion of the induction forms part of the three-month probationary period. Towards the end of the probationary period, the member of staff receives a copy and explanation of the 'Probationary Period Performance Review Record'. The member of staff completes this prior to attending a formal interview with the Manager/Deputy Manager. The outcome of the interview is recorded and shared with the member of staff and a record is kept on their personal file. We will deal with any unsuccessful probationary period in accordance with points three and four of the employee's contract.

Environment Policy

The CIO is committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees, volunteers, visitors and service users and minimises our potential impact on the environment. We will operate in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do.

The CIO recognises that its activities impact on the environment both through its routine internal operations, its infrastructure development and through its influence and effects on the wider community. The CIO also acknowledges a responsibility for, and a commitment to, the protection of the environment at all levels.

This environmental policy covers all aspects of our operation. In particular the CIO will aim to:

- Reduce the amount of waste generated by reusing and recycling where possible
- Recognise the procurement and use of products/services which have minimal environmental and social impact
- Use energy and water in an efficient way, where possible using companies which offer a green tariff. Installation of solar panels
- Reduce the impact of vehicle emissions by encouraging the application of sustainable principles of travelling and arranging meetings
- Provide training/advice and regularly update staff on issues to encourage good environmental practice
- Continually seek to improve environmental performance, e.g. by doing regular walk-around building inspections to ensure that we are using energy and water efficiently and whether measures to reduce waste and pollution are effective
- Reduce pollution, emissions and waste, e.g. emissions from transport, oil leaks and spills, excessive noise, heat, or vibration generated by the activities of our organisation
- Ensure full compliance with environmental legislation relevant to the organisation's activities
- Ensure organisations we associate with are aware of our policies and to encourage them to develop their own good environmental practices

This policy will be maintained and implemented by the Centre Manager with the assistance of the board of Trustees and relevant staff.

It is the responsibility of all Trustees, employees, volunteers, service users and contractors to fully support this policy through their active co-operation and participation.

Responsibilities of all staff

In the undertaking of their daily duties we recognise that all of our staff will have an influence on the environment.

One of the CIO's underpinning values is that we demonstrate sustainability, making a positive impact on the planet and its resources. We expect all staff to take account of our values in their day-to-day work, and to put these into practice.

In particular, all personnel are asked to observe the following:

Recycling

- Re - use paper, envelopes, folders etc. whenever possible. Once re-used - recycle (CIO has a commitment to reduce the amount of waste it generates - so recycling is vital)
- Only print when essential - use print preview as much as possible in order to minimize paper use in the first place
- Recycle any empty bottles, cans, cardboard boxes in the receptacles provided
- Food waste bins are provided and situated in the kitchen
- Recycle used toner cartridges in the receptacles only

Transport

- Public transport, walking, cycling or car share are promoted as the preferred form of transport for all CIO staff - including travel to and from work and meetings etc.

Energy use

- Use energy - water, lighting and heat efficiently. Switch off lights, computers, printers when not in use - and especially when out of the building. Solar panels installed
- Put your computer onto the energy saving mode when you are away from your desk for short periods
- Control heaters sensibly

Pollution

- Observe the CIO's Smoke Free and Noise at Work Policies

Awareness

- Be aware of other environmental issues -i.e. purchasing items of stationery etc. - check what is in the building first
- When you can, inform outside organisations about the CIO's Environmental policy

Our environmental policy reflects and has drawn on the personal commitment of staff who share our values, and who fully support its objectives. We expect all staff to make the policy work because of this commitment. However, in the event of any member of staff repeatedly failing to meet their responsibilities as outlined above, it will be considered a breach of this policy, and may result in disciplinary action.

Progress in implementing this policy will be renewed annually by the Centre Manager and board of Trustees

Equality, Diversity and Inclusion Policy - Nursery

All staff have a responsibility to ensure equality of access and opportunity and valuing diversity for all children and adults with whom they have contact on a day-to-day basis. This includes the staff in the Nursery, the children and families attending, volunteers and students. We ensure that our service is fully inclusive in meeting the needs of all children, particularly those defined in The Equality Act 2010 such as: from their ethnic heritage, social and economic background, gender, ability or disability.

Our Nursery is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. Equality of opportunity requires that everyone has an equal chance to develop themselves to their full potential and be safe and free from harm.

We aim to provide consistent implementation of the policy which will therefore ensure that the Nursery provides, for the children, families and staff, a non-discriminatory environment, where individual differences are acknowledged and valued. The policy will identify for parents/carers and the wider community the Nursery's approach to equal opportunities, making clear that discrimination against individuals on the grounds of difference will not be tolerated and will be challenged in a constructive manner. Staff will:

- Provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued
- Include and value the contribution of all families to our understanding of equality and diversity
- Improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity
- Make inclusion a thread that runs through all of the activities of the Nursery
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- Celebrate a wide range of festivals
- Make appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities; e.g. recognising the different learning styles of girls and boys

What is discrimination?

To discriminate against an individual is to favour or disadvantage them on the basis of difference. Nursery staff recognise that discriminatory attitudes towards others can manifest as a result of many different factors. Difference such as religious belief, ability, ethnicity, cultural and linguistic background, gender and social group are some of the factors which may give rise to discriminatory behaviour. Under the Equality Act 2010 we make reasonable adjustments to include children with special educational needs and disability (SEND) and do not discriminate against or harass children with SEND. (Please see our Special Educational Needs and Disability Policy (SEND)).

All staff in the Nursery are required to work with due regard to the need to ensure equality of access and opportunity at all times. They are required to recognise that the children attending are individuals, with varying needs, backgrounds and previous life experiences. Staff are required to work closely with parents and carers to recognise these different needs as well as having contact with other agencies and with the wider community and care should be taken to care and value their contributions.

The curriculum offered at Tots 'R' Us Nursery encourages children to develop positive attitudes about themselves as well as to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

Each religion is unique and each family's religious beliefs are important to them. Nursery staff are required to monitor the family beliefs of the children attending, and reflect these beliefs through the curriculum planned and through resources.

The ethnic origins of children, families and staff will always be reflected through appropriate use of resources, displays and books which offer positive images of an ethnically diverse society. Children will be allowed everyday access to such learning materials, which will offer them the opportunity to view themselves and others positively in varied and relevant situations.

All the staff at Tots 'R' Us Nursery will ensure that the children are given relevant opportunities to appreciate and respect cultures other than their own. Children entering the Nursery speaking English as an additional language will receive relevant support with resources appropriate to their needs, such as books and play equipment, acquired and used.

Staff in the Nursery recognise that many different combinations of adults and children constitute a family and that parenting styles may vary between families. Staff will respect parents/carers' different approaches and will be non-judgemental in their attitudes. Resources chosen and used in the Nursery will offer non-stereotypical images, reflective of various social backgrounds of the children attending.

Children entering the Nursery will have individual strengths and areas for development which staff will identify and support. Where a place is requested at the Nursery for a child with identified special needs, staff will review with the family the appropriateness of the service available to ensure that the Nursery is able to provide fully for that child's needs. Children with specific needs, for example with a physical or sensory impairment, or with a learning difficulty, will receive relevant support to ensure they are able to access the full breadth of learning activities and experiences offered.

Children who are exceptionally able in a particular area or areas will be supported in developing their skills, whilst being encouraged to benefit from a balanced and full curriculum which will all aspects of their development. Staff will support all children regardless of ability in developing a positive self-image and sense of self-worth and will help them to co-operate in their work and play with others, reflective of their age and stage of learning.

All children attending Tots 'R' Us Nursery will be treated equally and fairly regardless of their gender. Activities and learning equipment will be made easily accessible to boys and girls and will be planned and chosen to ensure this. All staff in the Nursery, as well as parents/carers will be discouraged from favouring children on the grounds of gender and care will be taken to ensure that language used does not reinforce and therefore perpetuate gender stereotypes.

All staff and other adults have responsibility to provide an environment which is free from discrimination and prejudice for children. Through this, children will develop and grow confident of their own self-worth and positive towards the differences they see in others. To achieve this, the Nursery staff are required to challenge in a constructive fashion any instances of discrimination and other adults are requested to draw to staff's attention any areas where they may have concerns.

Admissions

Our Nursery is open to all members of the community. Please see our Admissions, Attendance and Fees Policy. Our aim is to:

- Advertise our service widely
- Be open to all members of the community
- Reflect the diversity of our society in our publicity and promotional materials
- Provide information in clear, concise language, whether in spoken or written form
- Base our admissions policy on a fair system
- Ensure all of our parents/carers are aware of this and all other relevant policies
- Not discriminate against a child or their family, or prevent entry to our Nursery, on the basis of race, ethnicity, religion or social background
- Not discriminate against a child with a disability or refuse a child entry to our Nursery for any reason relating to disability
- Take action against any discriminatory behaviour by staff, volunteers or parents/carers.
- Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will result in disciplinary action being taken

Employment/volunteering

- Posts are advertised and all applicants are judged against explicit and fair criteria
- Applicants are welcome from all backgrounds and posts are open to all
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure and Barring Service. This ensures fairness in the selection process
- We monitor our application process to ensure that it is fair and accessible

Training

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish
- We ensure that staff are confident and fully trained in administering relevant medicines and performing invasive care procedures when these are required
- We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion

Valuing diversity in families

- We welcome the diversity of family lifestyles and work with all families
- We encourage children to contribute stories of their everyday life to the setting
- We encourage parents/carers to take part in the life of the setting and to contribute fully
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion
- We offer a flexible payment system for families of differing means and offer information regarding sources of financial support

Food

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

Equal Opportunities & Inclusion Policy - ECC

We expect all staff and volunteers to have regard to equal opportunities for all individuals, be free of racial or sexual stereotyping and to ensure that all individuals are offered the full range of opportunities and experiences.

We will ensure that our service is fully inclusive in meeting the needs of all, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our Centre/Nursery is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all. We aim to:

- Provide a secure and accessible environment in which all can flourish and in which all contributions are considered and valued
- Include and value the contribution of all to our understanding of equality and diversity
- Improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity
- Make inclusion a thread that runs through all of the activities of the setting.

Admissions

Our Nursery/Centre is open to all members of the community. Our aim is to:

- Advertise our service widely
- Reflect the diversity of our society in our publicity and promotional materials
- Provide information in clear, concise language, whether in spoken or written form
- Base our admissions policy on a fair system
- Ensure that all are made aware of our equal opportunities and inclusion policy
- Not discriminate against anyone, or prevent entry to our setting, on the basis of race, ethnicity, religion or social background
- Not discriminate against anyone with a disability or refuse entry to our setting for any reason relating to disability
- Take action against any discriminatory behaviour by staff, volunteers or members of the public. Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will result in disciplinary action being taken.

Employment/volunteering

- Posts are advertised and all applicants are judged against explicit and fair criteria
- Applicants are welcome from all backgrounds and posts are open to all
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure and Barring Service. This ensures fairness in the selection process
- We monitor our application process to ensure that it is fair and accessible

Training

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices
- We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion.

E-Safety Policy

Tots 'R' Us Nursery and Eastlea Community Centre have a commitment to keeping children safe and healthy, therefore the E-Safety policy operates at all times under the umbrella of the Safeguarding and Child Protection policy and relates to electronic communications of all types.

This E-Safety policy also includes the use of mobile phones, tablets, wearable technology and recording devices. Tablets are used to photograph the children. No cameras are used in the Nursery.

The Internet is regarded as an essential resource to support teaching and learning. Computer skills are vital to accessing lifelong learning and employment. It is important for children to learn to be e-safe from an early age and the Nursery can play a vital part in starting this process. In line with our other policies that protect children from dangers, as well as ensuring that staff protect themselves through safe and responsible working practices, there is a requirement to provide children with as safe an Internet environment as possible and a need to begin to teach them to be aware of and respond responsibly to possible risks. Safeguarding is everyone's responsibility and we all have a role in helping children stay safe online and supporting the adults who work with children in minimising risks.

The value of Information and Communications Technology (ICT) as a learning tool is embedded within the Early Years Foundation Stage. Children using the Internet within the Nursery rooms will benefit from a high level of supervision, to gain significant educational benefits. In addition, a range of ICT (resources) will be used which may include tablets, photocopiers, CD players, tape recorders and programmable toys in addition to computers.

It is therefore important that we support children and young people to talk about ICT apparatus, what it does, what they can do with it and how to use it safely. It is also important for parents and carers to be fully involved with promoting online safety within the Nursery, home and social environment.

The Registered Nominated Person has overall responsibility for ensuring online safety is considered an integral part of everyday safeguarding practice and will play a lead role along with the Nursery Manager in ensuring policies, procedures and best practice is in place.

The Nursery Manager has day-to-day responsibility for E-Safety and is responsible for:

- Developing an e-safe culture throughout the setting as part of safeguarding, which is in line with best practice recommendations (e.g. Ofsted, DfE)
- Lead role along with the Registered Nominated Person in establishing and reviewing the Nursery E-Safety policies / documents
- Ensuring that all staff are aware of the procedures that need to be followed in the event of an online safety incident taking place
- Providing training and advice for staff
- Liaising with the Local Authority / relevant body
- Liaising with Nursery technical support
- Receiving reports of e-safety incidents and creating a log of incidents to inform future online safety developments
- Meeting regularly with the Registered Nominated Person to discuss current issues, reviewing incident logs and filtering
- Attending or providing reports for relevant meetings of the trustees
- Ensuring that e-safety is promoted to parents and carers and the wider community through a variety of channels and approaches

Use of the internet in the Nursery and office

We have a duty to ensure that children in our setting are not exposed to inappropriate information or materials. We also need to ensure that children know how to ask for help if they come across material that makes them feel uncomfortable. Nursery Internet access will be tailored expressly for educational use and will include appropriate filtering. Debbie Finkel (Senior Early Years Practitioner) is the E-Safety champion for the Nursery and takes the lead in ensuring materials accessed are safe and appropriate. This will be supported by staff, so that children do not access inappropriate content on the Internet, or have unsupervised use of the web.

In accordance with the Early Years Foundation Stage and with the Nursery's commitment to promoting children's confidence, independence and enthusiasm for learning, we provide children with a range of ICT equipment as part of their learning environment. This includes desktop computers, whiteboard, laptop, tablets, programmable toys, and other technological devices designed to enhance their learning. At the same time, the Nursery develops children's awareness of how to keep themselves safe in relation to their bodies, their own behaviour and that of others. The Nursery is committed to enabling children to recognise and assess risk as a key way of learning how to stay safe. This approach is adopted in all sorts of activities and practices from using scissors to playing outside on the climbing frame. Removal of these activities would prevent children from assessing that risk, and it is the same with technology and the Internet. Therefore, the focus is upon educating children to know what is right, what is safe, and what is not.

Staff are permitted to access the internet on the Nursery computers providing it is for the educational benefit of the children. This may be for gathering information, images, or to use age appropriate learning programmes/games or video footage for the children.

The Nursery Manager will ensure that the appropriate filters are applied to the computers within the Nursery. The Nursery staff are responsible for:

- Monitoring use of the PC by the children during Nursery sessions
- Ensuring that material accessed by children is appropriate
- Ensuring that the use of any Internet derived materials by staff or by children complies with copyright law
- Ensuring that the Nursery Manager is informed immediately if staff or children discover unsuitable sites have been accessed on the Nursery computer, so that the filters can be reviewed

Staff have access to the Internet in the Nursery office to support their professional work and to allow effective planning and source resources. Staff may use the staff logon for this purpose only or ask a manager to find the resources they need. Staff must ensure they logout immediately after they have finished. Nursery Staff must NOT access unsuitable sites. A breach of this policy will be considered gross misconduct by staff and will be dealt with accordingly.

Electronically held personal information must be stored securely and within the guidelines of the Information Commissioners Office (ICO) www.ico.gov.uk. We are registered with the Information Commissioner's Office in regard of our data protection responsibilities and a copy of our certificate is available on request.

Nursery Website

The point of contact on the Tots 'R' Us Nursery website (www.eastleacommunitycentre.co.uk) will be the Centre address, Nursery email (held by the Nursery Manager) and Centre telephone number.

- Staff or children's home information will not be published
- Website photographs that include children will be selected carefully and children's names will not be used anywhere on the website, particularly in association with photographs
- Written permission from parents or carers for featuring their child on the website is requested when each child starts at the Nursery and parents/carers wishes are followed at all times
- Children will not have access to e-mail
- E-mail addresses allocated to members of staff will not be used for personal use
- E-mailing of personal, sensitive, confidential or classified information should be avoided and if required necessary to do so should be at the express consent of the Manager
- Staff are asked not to contact parents from their personal e-mail accounts nor give out their personal e-mail addresses

Social Networking

Staff, trustees, volunteers and students must be aware of their responsibilities to the Tots 'R' Us Nursery and Eastlea Community Centre when using social networking sites and mobile technologies. Due to the increasing use, staff, trustees, volunteers and students must be aware of the possible impact upon their professional or voluntary position. This is to protect individual privacy

and to act as a safeguarding measure for staff, trustees, students, volunteers, parents/carers and children.

Although the Nursery and the Centre has a Facebook page for information for parents and carers only, on-line chat rooms and social networking sites such as Facebook or Twitter will not be used at the Nursery. The Nursery has a 'closed' Facebook group for parents only.

Staff, trustees, volunteers and students must not post anything onto social networking sites that could be construed to have any impact on the Centre or Nursery's reputation, or that would offend any other member of staff, trustee, volunteer, student, child or parent/carer. Our policies and procedures must be adhered to at all times, even outside of working hours. It is important to maintain status as a professional member of staff, trustee, volunteer or student. All staff, trustees, volunteers and students are required to sign the 'E-Safety Policy Acceptable Use Agreement'. Disciplinary action could result if the Nursery or Centre is brought into disrepute. Any known or suspected incidents are to be reported immediately to the Manager.

It must be recognised that social networking sites and mobile technologies can be used for negative and anti-social purposes.

- Staff, trustees, volunteers and students should be aware that comments and photographs placed on social networking sites are in the public domain and as such may affect the reputation both of the individual and the reputation of the Nursery/Centre
- Staff, trustees, volunteers and students should not engage in any postings which may be viewed as offensive, racist, of a sexual nature or involve any illegal activity. Any such behaviour will be subject to investigation and may be viewed as misconduct and result in disciplinary action being taken
- Staff, trustees, volunteers and students choosing to engage in social networking communication with colleagues from the workplace should not discuss workplace related issues or engage in postings which could be viewed as bullying, persuasive or construed as harassment
- Staff, volunteers and students are not permitted to become 'friends' with, or to add, accept or otherwise encourage or engage comments from parents and carers of children attending the Nursery
- Staff, trustees, volunteers and students engaging in social networking should ensure that they understand privacy settings and ensure that settings designed to maintain and protect confidentiality are set as appropriate in order to ensure information on personal accounts is not viewed without consent
- Any electronic communication between staff, trustees, volunteers and students at the Nursery and parents, must be compatible with professional roles and not be open to misinterpretation
- Staff, trustees, volunteers and students who have close friendships or family relationships with families using the Nursery must be absolutely clear of their professional duties and responsibilities and ensure that boundaries between professional and personal practice are not compromised in any way
- Staff, trustees, volunteers and students must maintain confidentiality at all times and must not disclose any personal information or engage in any external communication about families, children and other services users
- Staff, trustees, volunteers and students using social networking sites for the purpose of professional development or in relation to their professional role should be clear about professional responsibility and must not engage in any communication which may be construed as unprofessional, or which is likely to cause offence or embarrassment
- Staff, trustees, volunteers and students must not under any circumstances post or download any materials, images or information in relation to children and families using the Nursery
- When using social media sites no reference should be given to specific children or parents/carers by name
- No pictures taken in the Nursery setting should be published on personal social media pages
- Social media sites other than the Nursery's own Facebook page should not be accessed on the Nursery computer

- Staff, trustees, volunteers and students may access their own social media pages from their own phones but only during their agreed breaks
- Other users could post a photo on their profile in which you are named, so think about any photos you appear in
- Parents/carers may access your profile and could, if they find the information and/or images it contains offensive, complain to your employer
- Information relating to your professional role should not be displayed in your personal Facebook profile that could link you to the Nursery
- If you have any concerns about information on your social networking site or if you are the victim of cyber bullying, you should contact your Manger immediately

Mobile Phone, Tablet and Recording Device

In order to protect children and to protect staff from allegations, whilst maintaining high standards of care, only designated Nursery tablets are used for taking photographs in the Nursery.

Mobile Phones

- The Nursery's mobile phones are labelled as such and are kept on the top of the shelving in room 1 (Caterpillars) and on top of the art cupboard in room 2 (Butterflies), well out of the reach of children. They have no camera or recording facility and are mainly used in the event of an emergency
- Staff, students and volunteers are advised to give relatives and relevant authorities one of the Nursery mobile phone numbers so they can be contacted in the case of an emergency **(07942 370484 or 07484032308)**
- Any personal devices including mobile phones and wearable technology, for example smart watches brought into the setting are placed in the security tin, which is locked and stored in the Nursery office whilst on duty. Manager/Deputy check all phones are in the security tin before locking it. Those who wear smart watches (without cameras) will have to keep them on aeroplane mode whilst working directly with the children.
- Staff, students and volunteers personal devices can be accessed during their break times within the staff room or outside the Nursery premises
- Any member of staff, student or volunteer found to be using personal devices during Nursery operating times will have the device removed by management and disciplinary procedures will be carried out
- Nursery emails are not to be accessed via smart phones

Tablet and Recording Device

- All parents and carers are required to sign the consent form for the use of photographs, video or web by the Nursery
- Children will only be photographed using the designated Nursery tablet. They are to be handed in to management at the end of the working day to be locked away
- The Nursery tablets are for the sole use of photographing children taking part in activities
- Photographs are uploaded onto a secure computer, which stays on Nursery premises unless being serviced
- All images will be stored and disposed of securely. The aim will be to prevent unauthorised access, ensure confidentiality and protect identity
- Photographs are stored on the Nursery tablets, which are password protected, until the images have been printed and are no longer required or the Nursery ceases to operate; should this occur then all photographs will be shredded or deleted from the tablets. Unused photographs are removed from the tablets every half term
- The Manager is to ensure all photographs are permanently wiped from the computer's hard disc and portable devices or other relevant devices once the images are no longer of use
- All images will remain on site at all times, unless prior explicit consent has been given by both the Manager and the parent or carer of any child or young person captured in the photograph
- Where wall displays showing images of children are to be replaced or disposed of, these can be offered to parents where the image is of their individual child only, before being destroyed

- Often photographs may contain other children in the background. If a parent/carer has not completed a consent form for the relevant usage, we will not use an image where that child appears in the background
- Events such as, sports day, outings, Christmas and fundraising events may be photographed by staff. Parents/carers, staff, volunteers and students will be notified of this in advance. Any photographs taken are for Nursery use
- No images will be taken of children which captures them in what are commonly understood as non-public activities like toileting or changing clothes, or which show body parts not usually visible in public settings
- Use of tablets is prohibited in the toilet or nappy changing area. Tablets are handed over to another member of staff prior to changing nappies.
- Should parents decide that their child should not be photographed whilst in Nursery, they can explicitly state this on the consent form – these children will be withheld from photographs that could appear in newspaper articles or any other advertising forums for the Nursery or ECC

Parents/Carers

The Nursery's E-Safety policy along with all other policies will be made known to the parents/carers during the child's registration/induction. As part of the programme of activities to support children's learning and development, all children will have the opportunity to access a wide range of information and communication technology (ICT) resources.

We recognise the important contribution and value that such resources have in promoting children's learning and development, however, we also recognise there are potential risks involved and therefore have a robust E-Safety policy and procedures in place. Parents and carers will be asked to complete an 'E-Safety Parental Permission Form' during the child's induction/registration.

We ask that parents and carers support the work of the Nursery in this area by working with us in partnership to promote the positive behaviours. In particular, we ask that parents and carers never send mobile phones to Nursery with children. We also ask that they teach their children how to access computers, mobile devices, programs, apps and the internet safely and responsibly.

- Parents/carers should not upload photographs or video recordings that include children other than their own, which may have been taken at a Nursery event, on social networking sites such as Facebook or twitter
- Parents/carers should not post comments about other children or members of staff on Facebook / twitter or make comments on, on-line chat rooms

Parents/carers may find the following web sites useful:

Thinkuknow:	www.thinkuknow.co.uk
Get Safe Online:	www.getsafeonline.org
CEOP (Child Exploitation and Online Protection Centre):	www.ceop.police.uk
Childline:	www.childline.org.uk
Childnet:	www.childnet.com
Kidsmart:	www.kidsmart.org.uk
Safety Net Kids:	www.safetynetkids.org.uk
NSPCC:	www.nspcc.org.uk

Closed Circuit Television (CCTV)

Closed Circuit Television (CCTV) is installed in the Centre both indoors and externally as a security measure. Cameras are sensitively positioned; for example in corridors, entrances, exits and areas out of sight to avoid the taking of inappropriate images. There is no CCTV within the Nursery rooms. Where images recorded give cause for concern or involve criminal activity, the Centre or Nursery Manager will refer to the relevant agency.

Handling of E-Safety Complaints

The Nursery Manager and the Registered Nominated Person will deal with complaints of e-safety misuse for the Nursery. Any complaint about staff misuse must be reported to the Nursery Manager and or Registered Nominated Person. The Nursery's complaint/disciplinary procedure will be followed in the event of any cases of misuse that arises.

Finance Policy

Introduction

The Trustees of the CIO will manage the assets of the charity in accordance with the constitution dated 5th November 2014. The Trustees make up the Management Committee, which is supported and attended by the Centre Manager.

The Trustees are responsible for ensuring the following takes place:

- Safeguarding the assets of the CIO
- Preventing fraud
- Financial records are kept to ensure that the CIO meets its legal and other obligations under Charity Law, Revenue and Customs and common law and in accordance with the governing document
- Annual Accounts are drawn up for each financial year in accordance with the governing document and relevant legislation and presented to the Trustees for approval
- Engage a reputable insurance company, purchase public and employer's liability insurance which shall be reviewed at each policy renewal
- The accounts will be independently examined by an auditor or examiner of accounts appointed by the Trustees
- Approve an income and expenditure budget prior to the start of each financial year
- Review the Reserves Policy each year and determine the extent and nature of reserves designated as Restricted Funds.
- All funds will be held in accounts in the name of Seaham Eastlea and District Community Association at such banks and on such terms as the Trustees shall decide. All money transfers require the signatures of at least two Trustees authorised at and recorded in the minutes at a general Management Committee meeting
- The Centre Manager shall present a financial report to every meeting of the Trustees: the format and content of the report to be decided by the Trustees
- All expenditure shall be properly authorised and documented; where possible BACS processes will be encouraged for income payment of invoices from the CIO's debtors. Income received through cheque and cash payments will be banked monthly
- Office security - For safety of incoming mail, cash and equipment, all doors will be kept locked when offices are unattended. Offices will be accessible to authorised personnel only with the added security of key codes for doors

To enable the Trustees to carry out these responsibilities, the Financial Procedures detailed below must be followed at all times by all Trustees, staff and volunteers, where applicable.

A copy of this policy will be given to all new Trustees on their election/appointment to the CIO, and to all relevant staff and volunteers.

Financial Procedures Organisational

Information

- Our Financial Year runs from 1st April to 31st March
- Name of Bankers: Unity Trust
- Name of Auditor/Independent Examiner: Eric Southwick Ltd

Bank Accounts

- All bank accounts must be in the name of the organisation
- No account may ever be opened in the name of an individual or individuals
- New accounts may only be opened by a decision of the Trustees
- Changes to the bank mandate may only be made by a decision of the Trustees

- At least three members of the management committee will be signatories to the accounts
- Any withdrawals or transfers between accounts will be signed by two of the signatories
- All cheques must be signed by two signatories
- The signatories are responsible for examining the cheque for accuracy and completeness
- All Internet Bank Transfers must be authorised by two signatories
- The Centre Manager is responsible for ensuring accuracy and completeness prior to transmission
- The signatories are responsible for examining the payment documentation (purchase invoice etc.) prior to signing the cheque or authorising an Internet Transfer
-

Signatories to the accounts:

Name: Mr John Bainbridge
Role/Job Title: Trustee

Name: Mrs Sharon Bell
Role/Job Title: Trustee

Financial Reports

A financial report will be prepared for every Management Committee meeting showing income/expenditure balances and restricted/unrestricted funds. Each Financial Report will be circulated to all of the Management Committee members and discussed at the meeting. The reports will be prepared by the Centre Manager. Financial ledgers kept by the Centre Manager are available for Trustees to view upon request.

We will draw up accounts at the end of the financial year and have them examined by a suitable person who is independent of the group. The annual accounts will be presented to the Trustees for approval.

Accounting and other financial records

The CIO maintains a manual and computerised accounting system which records:

- Cash received and banked
- Internet Banking Transfers and other amounts paid from the bank accounts
- BACS payments received from debtors

Every transaction will be entered into the appropriate ledger and will include:

- The date of the transaction
- The name of the person money was received from or paid to
- Voucher number of payment
- Cash/BACS/DD/SO
- The full amount
- A brief description of why the money was received or paid

All documents relating to receipts and payments will be filed in the month they are input into the system. Each payment transaction voucher number will be recorded on associated invoice/receipt along with the payment type (cheque/cash/BACS/DD or SO) to allow cross referencing.

Income

- When we receive cash as payment for room hire, group member or other service, we will issue a receipt and keep a copy

Cash Account

We may use incoming cash as petty cash.

- We will keep a float for cash purchases from local stores for renewals, equipment, and food for luncheon club, supplies, travel expenses, postage, kitchen supplies and purchases for special events. We will top up the float with cash which we receive and bank the excess cash monthly
- We will enter up all cash received in the Income Day Book. We will show the amount kept for petty cash as a transfer from the account book to the cash book
- We will record payments on an expenditure sheet with evidence of reason for travel expenses or purchases, signed and agreed by line manager

Authorisation and Payment

-
- No Trustees or staff member may authorise payment to themselves, their partner or relatives
- All goods received must be signed for; if unchecked they must be checked for completeness before payment
- Once payment has been made the invoice (or other receipt) should be marked "Paid", together with the cheque number and date
- All payments must be entered in the Manual Day Book and computerised accounting system only after being authorised
- BACS payments will be set up and authorised by the Centre Manager and dual authorised by another two Trustee signatories

Payroll

- We will keep records of staff wages in accordance with PAYE and National Insurance regulations
- All employees (including sessional and part time employees) must be asked to complete the relevant PAYE form/s before they receive any payment
- All staff changes and changes to terms and conditions of employment must be authorised by the Trustees
- The Centre Manager will report any absences or holidays to the accountant before monthly payroll processes are calculated

Expenses / Allowances

Expenses/allowances for the purpose of the role and paid personally by staff will be reimbursed by providing:

- Relevant form, authorised and signed by line manager
- Fares are evidenced by tickets/receipts
- Other expenditure is evidenced by original receipts
- Car mileage is based on local authority scales
- No cheque signatory signs for the payment of expenses to themselves

Insurance

Appropriate Insurance policies will be maintained to cover:

- Employer's Liability
- Public Liability
- Contents

An inventory of all physical assets of the organisation will be kept and regularly update.

Gambling Policy

The Licensing Framework

The Gambling Act 2005 brought about changes to the way that gambling is administered in the United Kingdom. The Gambling Commission is the national gambling regulator and has a lead role in working with Central Government and local authorities to regulate gambling activity. The Gambling Commission issues operators' licences and personal licences. Any operator wishing to provide gambling at certain premises must have applied for the requisite personal licence and operator's licence.

Introduction

From time to time the CIO holds events whereby activities relating to gambling take place. The main purpose of these activities is to raise funds for the association. The CIO will ensure that any such activities will comply with Schedule 11 of the Gambling Act 2005, which outlines the conditions for running raffles or lotteries for clubs, societies, charities and other community organisations.

All monies raised from these activities will be submitted to the CIO funds to be used towards core costs of managing the association; with the exception of any monies to be reimbursed for purchases made to stage the event.

Guidelines

- Raffles (all tickets to be sold at the event). None of the proceeds can be used for private gain. Winners to be announced during the event – **No Licence Required**
- Race nights and casino nights – **No Licence Required**
- Bingo – 15% of takings to be donated back to the association, remainder to be paid back as prizes. None of the proceeds can be used for private gain – **No Licence Required**
- Alcohol prizes in raffles: **No Licence Required**
 - To be handed over to persons over the age of 18 (ID required)
 - The raffle is incidental to the event
 - The alcohol is in a sealed container
- Games of chance – **No Licence Required**
- All gambling is conducted in a fair and transparent manner
- Children and other vulnerable adults are protected from being harmed or exploited by gambling

A list of all raffle prizes is on display and all attempts to notify prize winners are made. Unclaimed raffle prizes will be kept for one month from the date of the draw; if still unclaimed, prizes will be donated back to the association for future events subject to best before dates on any perishable items.

The policy will be reviewed annually and updated as appropriate to reflect any changes in legislation or practice.

Grievance Procedure

Object

The object of the procedure is to provide an employee who considers that he/she has a grievance with an opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable moment at the first level of management.

Procedure

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance.

Stage 1

In the event of an employee having a grievance relating to his/her employment he/she should, in the first instance, put it in writing and approach his/her immediate superior or line manager. The immediate superior will endeavour to resolve the grievance as soon as possible and, in any case; within five working days from the time the grievance is first raised. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected.

Where the grievance is against the immediate superior or line manager, the matter should be raised with a more senior manager.

Stage 2

In the event that the employee feels that the issue has not been satisfactorily resolved, he/she may then raise the matter personally with the Charity Trustees.

On receipt of such a request, the Charity Trustees shall make arrangements to hear the grievance and at this interview the employee may, if he/she wishes, be accompanied by a trade union official or a fellow employee of his/her choice. It is the responsibility of the Charity Trustees to make arrangements for the hearing to be held within five working days of the grievance being raised. The Charity Trustees shall then respond to the grievance in writing within five working days of the grievance hearing. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected.

Reference to the Charity Trustees shall be the final stage of the grievance procedure and this decision shall be final.

In all cases where the grievance is upheld this will lead to implementation of the Disciplinary Procedure.

Handling Subject Access Requests for Information

Audience and scope

This guidance is for information for practitioners responsible for responding to subject access requests for information held by Eastlea Community Centre,,

The Freedom of Information Act 2000 gives individuals the right to request access to information held by public authorities, including the CIO. Any person making a request for information has the right to be informed in writing whether the information requested is held and, where the information requested is held, to have it communicated to them. The CIO aims to comply fully with its obligations under the Act and to ensure that the service it provides for those wishing to gain access to information is simple, efficient, and effective.

Step by step instructions on how to respond to a subject access request under Data Protection legislation are set out below.

What is a subject access request?

A subject access request applies to all personal data held by the CIO. If the information does not fulfil the definition of personal data then the CIO does not have to disclose it in response to a subject access request (although you may choose to do so at your discretion).

Data Subject – the individual whose personal information is being held or processed by the CIO, for example, a member of staff or hirer.

Responsibility

The Centre and Nursery Managers are responsible for handling all subject access requests received by the CIO. All subject access requests will be shared with the Data Protection Officer, representing the Trustees of the CIO. Any member of staff or volunteer, who is approached for information, will in the first instance direct the data subject to their respective manager.

Staff and volunteers will be trained in their responsibilities, which will include whether information should be disclosed and reporting procedures.

What to do

Obtain a valid subject access request (the CIO's Subject Access Request Form is attached below)

You must ensure the subject access request is valid. A valid subject access request is one which:

- provides all the information you require to locate the information the data subject wants
- provides sufficient information to verify the data subject's identity

It is unlikely that the first contact from the data subject will provide all the relevant information, in which case you must write to the data subject. You have one month to provide the information requested once you have received all the necessary information.

Verify the data subject's identity

Before disclosing any personal information you must verify the identity of the data subject. Whilst it is important that you do not send copies of personal information to people who are not the data subject, you must not appear obstructive.

Data Protection legislation requires you to take 'reasonable measures' to verify the identity of a data subject. You can often verify their identity from their circumstances, such as their address or signature.

For example, if the information being requested is a reference the application form can help you verify their identity: Is the signature or address on the application form the same as that given on the subject access request?

Further verification

If you require further verification of the data subject's identity you have two options.

1. Verify identity by phone

Telephone the individual and ask them two questions based on the information you hold about them so as to confirm their identity.

2. Verify identity in writing

Write to the individual and ask them to send you a photocopy of their passport or driver's licence (this option will take longer and it is also possible that the individual does not have a passport or driver's licence).

Make sure you know when you need to have responded by

You have one month from receipt of a valid request to provide the information.

Find relevant information

You will need to search the records for information about the person who has made the request. This may require searching files, e-mails or personal computer drives. Once you have collected together the information we hold about a data subject you must examine it in detail to establish if it should be disclosed. This must be done on a case-by-case basis for each individual piece of information. In some cases you might have to disclose only parts of particular documents.

How to blank out exempt and/or irrelevant information

When answering a subject access request you may have to blank out parts of a document which are not liable for disclosure.

Hard copy documents

- Print out the document or, if it is a paper record, make a photocopy
- Using a black marker pen, blank out the exempt information
- Make a photocopy of the blanked out version. This is the copy that will go to the person making the request

Electronic documents

- Using the highlighter tool, highlight the exempt information in black
- Save the blanked out version as a separate copy
- Print out the document and send to the data subject - do not send the document in electronic format as it is possible the highlighting could be removed

Check the data subject

Check that the record is actually about the person concerned and not about someone else with the same name. For example, an email might carry the subject line 'Meeting about Tom Smith' but if the email only contains details about whether people can attend the meeting, the email is not about Tom Smith.

You should only print out documents or emails which are about the person making the subject access request, removing data about any other individuals.

Confidential references

Do not disclose confidential references written by members of staff to bodies other than the CIO. However, we do have to disclose references received by the CIO.

For example, if you give a reference for one of your staff, you do not have to disclose that reference in response to a subject access request. However, if you have received a reference for one of your staff, that reference does not qualify for an automatic exemption.

Preventing and detecting crime

Do not disclose information which would prejudice the prevention or detection of a crime. For example, if the police informed us that a volunteer is under investigation, but the volunteer did not know this, then that information should not be provided to the volunteer whilst the investigation is in progress.

However, if the investigation is closed or if the volunteer has been informed that there is an investigation underway, then the information should be disclosed.

Other exemptions

The exemptions above are those that are most likely to apply, but are not exhaustive. If you are concerned about disclosing any material, please get in touch.

Unfavourable information

You may discover material which does not reflect favourably on us. For example, you may find documents which show that standard procedures have not been followed, or documents which may cause offence to the data subject. **These documents must be disclosed.**

However, you should bring their contents to the attention of the relevant manager, and ensure that appropriate action is taken to address any issues they raise.

You must not destroy or refuse to disclose records because they would be embarrassing to disclose: this is a criminal offence if it is done after you know a subject access request has been made.

Keep a record

You need to keep a record for management purposes and log any queries. Create a file for each subject access request and in it keep:

- Copies of the correspondence between yourself and the data subject, and between yourself and any other parties
- A record of any telephone conversation used to verify the identity of the data subject
- A record of your decisions and how you came to those decisions
- Copies of the information sent to the data subject. For example, if the information was anonymised, keep a copy of the anonymised version that was sent to the data subject

The file should be kept for one year and then securely destroyed.

Reply to the request

When you have satisfied all previous steps, write to the applicant, enclosing all information eligible for disclosure and/or an explanation as to why the information requested cannot be disclosed.

Subject Access Request Form

You can use this form to request access to the personal information held on you by the CIO. Under the Data Protection Act you have a right to be told whether the CIO – or someone else on the CIO's behalf – is processing your personal data and, if so, to be given a description of:

- the personal data held
- the purposes for which that personal data is being processed
- those to whom that personal data is being or may be disclosed

You should describe the information you need as clearly as possible: it is not sufficient to ask for "everything about me". If your request is too broad or unclear, we may need to ask you to be more specific.

In addition, you must also enclose proof of your identity – such as a photocopy of your passport, driving licence, or birth certificate. There is no charge for the Subject Access Request.

Please return your completed Subject Access Request form and proof of identity to:

Our aim is to respond to all requests within thirty days.

Section One – Your Details

Surname:	
First Name(s):	
Previous Surname: (if applicable)	
Address:	
Telephone:	
Email:	

Please make sure to enclose proof of your identity – such as a photocopy of your passport, driving licence, or birth certificate.

Section Two – Declaration

I am the data subject named in Section One of this form and request that the CIO provide me with a copy of the personal data of which I am the subject. I enclose proof of my identity.

Signed : _____ Date: _____

Section Three – Your Request

Please provide a description of the data you are requesting in the box below. You may continue overleaf if needed. You should describe the information you need as clearly as possible: it is not sufficient to ask for "everything about me". If your request is too broad or unclear, we may need to ask you to

Health and Safety Policy

General Statement of Policy

The aim of Eastlea Community Centre's (CIO) Health and Safety policy is to ensure the services and environment is a safe and healthy place for everyone. Health and Safety is threaded through all of the policies and procedures of the CIO.

The Nursery's Health and Safety policy comes under the umbrella of Eastlea Community Centre's (ECC) policy and aims to ensure the services and environment is a safe and healthy place for everyone.

The Health and Safety Law poster is displayed on the wall in the main corridor of the Centre.

We aim to:

- Provide healthy and safe working conditions, equipment and systems of work for our employees, volunteers, trustees and hirers
- Keep the CIO and equipment in a safe condition for all users
- Provide such training and information as is necessary to staff, volunteers and users

It is the intention of the CIO to comply with all health and safety legislation and to act positively where it can reasonably do so to prevent injury, ill health or any danger arising from its activities and operations.

The CIO Trustees consider the promotion of the health and safety of its employees at work and those who use its premises, including contractors who may work there, to be of great importance. The Trustees recognise that the effective prevention of accidents depends as much on a committed attitude of mind to safety as on the operation and maintenance of equipment and safe systems of work. To this end, they will seek to encourage employees and users to engage in the establishment and observance of safe working practices.

Employees, hirers and visitors will be expected to recognise that there is a duty on them to comply with the practices set out by the Trustees, with all safety requirements set out in the hiring agreement and with safety notices on the premises and to accept responsibility to do everything they can to prevent injury to themselves or others.

Organisation of Health and Safety

Overall responsibility for policy implementation and review rests with the CIO Trustees, together with the Centre Manager, Nursery Manager and the Registered Nominated Person (representing the Trustees of the Centre). Both Managers and designated Centre staff have undertaken health and safety training where appropriate and regularly update their knowledge and understanding.

It is the duty of all employees, hirers and visitors to take care of themselves and others who may be affected by their activities and to co-operate with the Trustees in keeping the premises safe and healthy, including the grounds.

Should anyone using the CIO come across a fault, damage or other situation which might cause injury and cannot be rectified immediately they should inform the person(s) above, or bring to the attention to any member of staff of the CIO as soon as possible so that the problem can be dealt with. Where equipment is damaged a notice should be placed on it warning that it is not to be used and it should be disposed of (if not repairable) or moved to a safe location to await repair.

Insurance Cover

This falls under the umbrella of the ECC. The public liability insurance and employer's liability insurances are displayed in the main office.

Risk Assessment

We believe that the health and safety of children and staff is of paramount importance. We make our Nursery/Centre a safe and healthy place for children, parents, staff and volunteers by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment. Our risk assessment processes follow the steps as follows:

- What are the hazards?
- Who might be harmed and how?
- What are you already doing?
- Do you need to do anything else to control this risk?
- Action by whom?
- Action by when?
- When completed?

Procedures

Our risk assessment process covers children and adults and includes:

- Checking for and noting hazards and risks indoors and outside, including outings, activities and in our premises
- Assessing the level of risk and who might be affected
- Appropriate adult to child ratios
- Deciding which areas need attention
- Developing an action plan that specifies the action required, the time-scales for action, the person responsible for the action and any funding required
- Where more than five staff and volunteers are employed the risk assessment is written and is reviewed regularly
- We maintain lists of health and safety issues, which are checked daily before the start and at the end of each session
- The Nursery Manager and/or Deputy Manager and Registered Nominated Person will carry out a full written Early Years Foundation Stage risk assessment annually. Following any major changes to the Nursery additional written risk assessments will be carried out and recorded
- Risk assessments will be carried out for activities outside the normal Nursery routine
- Completed risk assessments are filed at the Nursery

Awareness

- Information is provided during induction to ensure that all staff and volunteers are aware of the health and safety policy and understand its importance
- Staff and volunteers have a responsibility to take reasonable care of their own health and safety and of the children in their care. All staff are responsible for ensuring they adhere to all items in this policy
- The Centre/Nursery will observe current legislation regarding food hygiene, registration and training

General Health and Safety

- The Centre/Nursery is a smoke free environment
- Staff have healthy working conditions, including good natural light, heating, adequate clean toilet facilities, and tea/coffee making facilities
- Our Centre/Nursery promotes a healthy lifestyle and a high standard of hygiene in its day-to-day work with children and adults
- The children will have the opportunity to play in the fresh air throughout the year

- Qualified First Aiders are present at the Nursery and appropriate first aid arrangements are provided
- A fully equipped and age appropriate first aid box is kept in both Nursery rooms at all times and out of reach of children. These are on top of the shelving in Nursery room 1 and on the art provision cupboard in Nursery room 2. Additional first aid boxes are in the Centre's kitchen (on the food preparation bench), Main office (in store cupboard C on the top shelf)
- Fire doors will never be obstructed and fire exits will be easily identifiable
- All adults are aware of the system(s) in operation for children's arrivals and departures and an adult will be at the gates/door during these periods
- The layout and space ratios allow the children and adults to move safely and freely between activities
- All external doors and gates are to be kept closed and locked at all times
- Adults will not walk about with hot drinks or place hot drinks within reach of children
- Equipment offered to children is to be developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less-mature children
- All equipment is properly maintained and where appropriate will conform to British Standards. Broken equipment is removed for repair/replacement or disposed of
- Portable appliances, leads and plugs must be visually checked on each use for signs of damage. If damage is noted or suspected, the Manager is advised and the appliance is removed from Nursery for repair or replacement
- PAT (portable appliance testing) will be carried out in accordance with Health & Safety Executive requirements
- Fires/heaters/electric points/wires and leads will be adequately guarded
- The premises are checked before locking up at the end of each day/session

Safety – Inside

- We keep records of all checks carried out by the Fire Safety Officer and of emergency evacuation drills and servicing of fire safety equipment. Any recommendations by the Fire Safety Officer will be carried out
- All dangerous materials, including medicines and cleaning materials, will be stored out of reach of children
- All medicines are kept out of the reach of the children
- All cleaning materials and equipment are kept in their designated places
- Floors are mopped after all spillages or accidents with a suitable disinfectant
- Children do not have unsupervised access to cookers or any cupboards storing hazardous materials including matches

Safety – Outside

- Children are supervised at all times during outdoor play and learn sessions
- A head count of all children is done when going outdoors to play and when returning into the Nursery
- Designated areas are allocated to each member of staff to ensure that they have a panoramic view of the outdoor area. Staff are rotated each week.
- Our garden area is gated and fenced
- Our outdoor area is securely fenced
- Our outdoor and garden areas are checked for safety and cleared of litter and other dangers before it is used
- Where water can form a pool on equipment, it is emptied before the children start playing outside
- Our sandpit is covered when not in use, regularly checked and cleaned, as is the surrounding area
- All outdoor activities are supervised at all times

Health & Hygiene: Food and Drink

- Meals, snacks and drinks, must be healthy, balanced and nutritious, promoting and extending the children's understanding of a healthy diet
- Information about any special dietary requirements, preferences and food allergies that a child has, and any special health requirements is gathered during registration from parents and recorded
- Control measures are in place to prevent children from contact with known allergens. This includes an assessment of all Nursery food and materials, including snacks and treats brought in to share, cooking ingredients, craft substances (e.g. playdough, tempura paint) and cleaning substances. Substances will be removed either on a session basis or for the duration of the child's time at Nursery; the latter is the preferred option especially if safe alternatives are readily available. When new substances are considered for use at Nursery they will be checked for allergens
- The same procedures and control measures apply to food play ingredients
- All staff involved in the preparing and handling of food are trained and have up to date and relevant certificates in food hygiene. Staff responsible for preparing and handling food are competent to do so and familiar with relevant policies and procedures
- The kitchen area is adequately equipped to provide healthy meals, snacks and drinks for children as necessary, with suitable facilities for the hygienic preparation of food for children. The Centre is inspected bi-annually (unless a revisit is requested) under the Food Standards Food Hygiene Rating Scheme
- All food and drink is stored appropriately
- Fresh drinking water is available and accessible to the children at all times
- Any food or drinks that require heating will be heated immediately prior to serving and not left standing, or be reheated
- Tea towels are kept scrupulously clean. All utensils will be kept clean and stored in a dust-free place, e.g. closed cupboard or drawer
- Cracked or chipped eating, drinking and cooking utensils are disposed of
- Staff and children will thoroughly clean their hands before handling food and after using the toilet and line with personal hygiene information below
- Staff will not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble
- Staff will never sneeze or cough over food
- Different cleaning cloths will be used for kitchen and toilet areas
- Staff will prepare raw and cooked food in separate areas
- Staff will keep food covered and either refrigerated or piping hot
- Staff will ensure that waste is disposed of properly and out of reach of children
- All fruits and vegetables will be washed or peeled thoroughly before use

Food Safety and Play

Children are supervised during meal times and food is adequately cut up to reduce choking. The use of food as a play material is discouraged. However, as we understand that learning experiences are provided through exploring different malleable materials the following may be used. These are risk assessed and presented differently to the way it would be presented for eating e.g. in trays, playdough, cornflour, dried pasta, rice and pulses. Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. fruits and vegetables. Children will be supervised during these activities.

We must notify Ofsted of any food poisoning affecting two or more children within 14 days.

Health & Hygiene: Personal Hygiene

To prevent the spread of all infection, adults in the group will ensure that the following good practises are observed:

- Hands are washed after using the toilet
- Hands are washed after nappy change. This prepares our children for the next stage of toileting (Room 2)

- Children with pierced ears are not allowed to try on, or to share each other's earrings
- Tissues will be available and children are encouraged to blow and to wipe their noses as necessary. Soiled tissues to be disposed of hygienically
- Children are encouraged to shield their mouth when coughing
- Paper towels are used and disposed of appropriately
- Hygiene rules related to bodily fluids are to be followed with particular care and all staff and volunteers must be aware of how infections, including HIV infection, can be transmitted
- Staff wear protective clothing - such as aprons and disposable gloves as appropriate
- Children are supported in cleaning their hands before snack time with antibacterial hand gel

Reference should be made to our Sick Child Policy.

Health & Hygiene: Cleaning and Clearing

- Any spills of blood, vomit or excrement are promptly wiped up and flushed away down the toilet
- Rubber gloves to always be used when cleaning up spills of body fluids
- Floors and other affected surfaces disinfected using disinfectant diluted according to the manufacturer's instructions
- Fabrics contaminated with body fluids thoroughly washed in hot water
- All surfaces cleaned daily with an appropriate cleaner
- Toilets and floors are cleaned each day with appropriate cleaner

Health & Hygiene: Nappy Changing/Toileting

We recognise that care routines are valuable learning opportunities for babies and young children and are of equal value to other areas of learning. Whilst we take every measure to promote the individual child's independence and self-help skills, children who are starting to use the toilet must be supervised at all times when accessing the toilet area. These procedures must be carried out with sensitivity, respect and dignity to support a positive sense of self as well as ensuring health and hygiene is promoted. This takes place with the child's individual routine when required and is in accordance with our Personal Care Policy. Older children can access the toilets whenever they have the need to and are encouraged to be as independent as possible.

Health and Safety Policy - ECC

General Statement of Policy

The aim of the Eastlea Community Centre's (CIO) Health and Safety policy is to ensure the services and environment is a safe and healthy place for everyone. Health and Safety is threaded through all of the policies and procedures of the CIO.

We aim to:

- Provide healthy and safe working conditions, equipment and systems of work for our employees, volunteers, Trustees and hirers
- Keep the CIO and equipment in a safe condition for all users
- Provide such training and information as is necessary to staff, volunteers and users

It is the intention of the CIO to comply with all health and safety legislation and to act positively where it can reasonably do so to prevent injury, ill health or any danger arising from its activities and operations.

The CIO Trustees consider the promotion of the health and safety of its employees at work and those who use its premises, including contractors who may work there, to be of great importance. The Trustees recognise that the effective prevention of accidents depends as much on a committed attitude of mind to safety as on the operation and maintenance of equipment and safe systems of work. To this end, they will seek to encourage employees and users to engage in the establishment and observance of safe working practices.

Employees, hirers and visitors will be expected to recognise that there is a duty on them to comply with the practices set out by the Trustees, with all safety requirements set out in the hiring agreement and with safety notices on the premises and to accept responsibility to do everything they can to prevent injury to themselves or others.

The Health and Safety Law poster is displayed on the wall in the main corridor of the Centre.

Organisation of Health and Safety

Overall responsibility for policy implementation and review rests with the CIO Trustees. The persons delegated by the Trustees to have day to day responsibility for the implementation of this policy are the Centre Manager and Centre Caretaker, whom alongside other designated Centre staff have undertaken health and safety training where appropriate and regularly update their knowledge and understanding.

Name	Adam Chapman	Elizabeth Roberts
Designation	Centre Manager	Caretaker
Telephone Number	0191 581 2399	0191 581 2399
Address	Eastlea Community Centre	Eastlea Community Centre
	Stockton Road	Stockton Road
	Seaham	Seaham
	SR7 8DX	SR7 8DX

It is the duty of all employees, hirers and visitors to take care of themselves and others who may be affected by their activities and to co-operate with the Trustees in keeping the premises safe and healthy, including the grounds.

Should anyone using the CIO come across a fault, damage or other situation which might cause injury and cannot be rectified immediately they should inform the person(s) above, or bring to the attention of any member of staff of the CIO as soon as possible so that the problem can be dealt with. Where equipment is damaged a notice should be placed on it warning that it is not to be used and it should be disposed of (if not repairable) or moved to a safe location to await repair.

The following persons have responsibility for specific items:

Role	Name	Designation
First Aid boxes (CIO)	Adam Chapman	Centre Manager
First Aid boxes (Nursery)	Melissa Singh	Nursery Deputy
Reporting of accidents (RIDDOR)	Adam Chapman	Centre Manager
Fire precautions and checks	Elizabeth Roberts	Caretaker
Training in use of hazardous substances and equipment	Elizabeth Roberts	Caretaker
Risk assessment and inspections (CIO)	Adam Chapman /Elizabeth Roberts	Centre Manager/ Caretaker
Risk assessments (Nursery)	Michelle Todd/Melissa Singh	Manager/Deputy
Information to contractors	Adam Chapman	Centre Manager
Information to hirers	Adam Chapman	Centre Manager
Insurance	Adam Chapman	Centre Manager

Arrangements and Procedures

Premises Licence

The CIO has a Premises Licence authorising the following regulated entertainment and licensable activities at the times indicated:

Activity		Times for which the activity is licenses
a	The performance of plays	08.30 – 23.30 Every day
b	The exhibition of films	08.30 – 23.30 Every day
c	Indoor sporting events	08.30 – 23.30 Every day
d	Boxing or wrestling entertainment	NOT LICENCED
e	The performance of live music	08.30 – 23.30 Every day
f	The playing of recorded music	08.30 – 23.30 Every day
g	The performance of dance	08.30 – 23.30 Every day
h	Entertainments similar to those in a – g	08.30 – 23.30 Every day
i	Making music	08.30 – 23.30 Every day
j	Dancing	08.30 – 23.30 Every day
k	Entertainment similar to those in i – j	08.30 – 23.30 Every day
l	The provision of hot food/drink after 11pm	NOT LICENCED
m	The sale of alcohol	NOT LICENCED

Hirers should indicate on the booking form the licensable activities which will take place at their event.

Insurance Cover

The public liability insurance and employer's liability insurances are displayed in the main office and is provided by:

Name of insurer	Ansvar
Address	Ansvar House, St Leonards Road, Eastbourne. BN21 3UR
Telephone number	0845 6020 999 or 01323 737541
Policy no.	ACY237 1753

Fire Precautions and Checks

Person(s) with responsibility for the fire risk assessment: Adam Chapman/Elizabeth Roberts (Centre), Michelle Todd/Melissa Singh (Nursery)

Company hired to maintain and service fire safety equipment:

Name	Peterlee Fire Company
Address	Sea View Industrial Estate, Kilburn Drive, Horden. SR8 4TQ
Telephone number	0191 586 6633
Location of Service Record	Risk Assessment File in office

List of equipment and its location:

Item	Test Interval	Location	Service Date
Residual Current Device	Monthly	Boiler room in banner end of hall	On-going
Emergency Lighting	Monthly	Throughout building	13/03/2023
Fire Exits	Weekly	Throughout building	On-going
Fire Fighting Applianc	Annually	Throughout building	10/01/2024
Electrical Installation	5 years	Throughout building	15/10/2019
PAT Testing	Annually	Throughout building	23/08/2022
Gas Boiler System	Annually	Throughout building	20/10/2023

Procedure in Case of Accidents

Please refer to the Accident/Incident (Existing Injuries) Policy & Emergency Procedure detailed in section 2 of this booklet.

Safety Rules

All hirers will be expected to read the User Hire Agreement and should sign the form as evidence that they agree to the hiring conditions. All new hirers will also be given information/training about safety procedures at the CIO which they will be expected to follow (e.g. fire evacuation procedures, use of trolleys to move equipment, use of equipment) and will be shown the location of the accident book and health and safety file.

Employees, hirers and visitors will be expected to recognise that there is a duty on them to comply with the practices set out by the Trustees, with all safety requirements set out in the hiring agreement and with safety notices on the premises and to accept responsibility to do everything they can to prevent injury to themselves or others.

Contractors

The Centre Manager will check with contractors (including self-employed persons) before they start work that:

- The contract is clear and understood by both the contractors and the committee
- The contractors are competent to carry out the work, e.g. have appropriate qualifications, references, experience
- Contractors have adequate public liability insurance cover
- Contractors have seen the health and safety file and are aware of any hazards which might arise (e.g. electricity cables or gas pipes)
- Contractors do not work alone on ladders at height (if necessary a volunteer should be present)
- Contractors have their own health and safety policy for their staff
- The contractor knows which member of the committee is responsible for overseeing that their work is as asked and to a satisfactory standard
- Any alterations or additions to the electrical installations or equipment must conform to the current regulations of the institute of Electrical Engineers.

Risk Assessment

We make our Nursery/Centre a safe and healthy environment for children, adults, staff and volunteers by assessing and minimising the hazards and risks. Our risk assessment processes follow the steps as follows:

- What are the hazards?
- Who might be harmed and how?
- What are you already doing?
- Do you need to do anything else to control this risk?
- Action by whom?
- Action by when?
- When completed?

Procedures

The Centre Manager is responsible for carrying out risk assessments. The following practices must be followed in order to minimise risks:

- Make sure that all emergency exit doors are clear and unlocked as soon as the hall is to be used and throughout the hiring
- Do not operate or touch any electrical equipment where there are signs of damage, exposure of components or water penetration, etc.
- Do not work on steps or ladders at height until they are properly secured and another person is present
- Do not leave portable electrical or gas appliances operating while unattended
- Do not bring onto the property any portable electrical appliances which have not been Portable Appliance Tested
- Do not attempt to move heavy or bulky items (e.g. stacked tables or chairs) – use the trolleys provided
- Do not stack more than five chairs
- Do not attempt to carry or tip a water boiler when it contains hot water. Leave it to cool
- Do not allow children in the kitchen except under close supervision (e.g. for supervised cookery lessons or, in the case of older children, for supervised serving of food at functions). Avoid overcrowding in the kitchen and do not allow running
- Wear suitable protective clothing when handling cleaning or other toxic materials
- Report any evidence of damage or faults to equipment or the building's facilities to: Centre Manager/Caretaker

- Report every accident in the accident book and report it to: Centre Manager/Nursery Manager/Deputy

Be aware and seek to avoid the following risks:

- Creating slipping hazards on stairs, polished or wet floors – mop spills immediately
- Creating tripping hazards such as buggies, umbrellas, mops and other items left in halls and corridors
- Use adequate lighting to avoid tripping in poorly lit areas
- Risk to individuals while in sole occupancy of the building
- Risks involved in handling kitchen equipment, e.g. cooker, water heater and knives
- Creating toppling hazards by piling equipment, e.g. in store cupboards

Our risk assessment process covers children and adults in the Nursery and includes:

- Checking for and noting hazards and risks indoors and outside, including outings, and in our premises and for activities
- Assessing the level of risk and who might be affected
- Appropriate adult to child ratios
- Deciding which areas need attention
- Developing an action plan that specifies the action required, the time-scales for action, the person responsible for the action and any funding required
- Where more than five staff and volunteers are employed the risk assessment is written and is reviewed regularly
- We maintain lists of health and safety issues, which are checked daily before the start and at the end of each session
- The Manager and/or Deputy Manager and Nominated Registered Person will carry out a full written Early Years Foundation Stage risk assessment annually. Following any major changes to the Nursery additional written risk assessments will be carried out and recorded
- Risk assessments will be carried out for activities outside the normal Nursery routine
- Completed risk assessments are filed at the Nursery

Awareness

- Information is provided during induction to ensure that all staff and volunteers are aware of the health and safety policy and understand its importance
- Staff and volunteers have a responsibility to take reasonable care of their own health and safety and of the children in their care. All staff are responsible for ensuring they adhere to all items in this policy
- The Centre/Nursery will observe current legislation regarding food hygiene, registration and training

General Health and Safety

- The Centre/Nursery is a smoke free environment
- Staff have healthy working conditions, including good natural light, heating, adequate clean toilet facilities, and tea/coffee making facilities
- Our Centre/Nursery promotes a healthy lifestyle and a high standard of hygiene in its day-to-day work with children and adults
- The children will have the opportunity to play in the fresh air throughout the year
- Qualified First Aiders are present at the Centre and Nursery and appropriate first aid arrangements are provided
- A fully equipped and age appropriate first aid box is kept in both Nursery rooms at all times and out of reach of children on top of the art provision cupboard. Additional first aid boxes are in the Centre's kitchen (on the food preparation bench), Main office (in store cupboard C on the top shelf) Nursery office (on top of cupboard A)
- Fire doors will never be obstructed and fire exits will be easily identifiable

- All adults are aware of the system(s) in operation for children's arrivals and departures and an adult will be at the gates/door during these periods
- The layout and space ratios allow the children and adults to move safely and freely between activities
- All external doors and gates are to be kept closed and locked at all times
- Adults will not walk about with hot drinks or place hot drinks within reach of children
- Equipment offered to children is to be developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less-mature children
- All equipment is properly maintained and where appropriate will conform to British Standards. Broken equipment is removed for repair/replacement or disposed of
- Portable appliances, leads and plugs must be visually checked on each use for signs of damage. If damage is noted or suspected, the Manager is advised and the appliance is removed from Nursery for repair or replacement
- PAT (portable appliance testing) will be carried out in accordance with Health & Safety Executive requirements
- Fires/heaters/electric points/wires and leads will be adequately guarded
- The premises are checked before locking up at the end of each day/session

Safety – Inside

- We keep records of all checks carried out by the Fire Safety Officer and of emergency evacuation drills and servicing of fire safety equipment. Any recommendations by the Fire Safety Officer will be carried out
- All dangerous materials, including medicines and cleaning materials, will be stored out of reach of children
- All medicines are kept out of the reach of the children
- All cleaning materials and equipment are kept locked away in their designated places
- Floors are mopped after all spillages or accidents with a suitable disinfectant
- Children do not have unsupervised access to cookers or any cupboards storing hazardous materials including matches

Safety – Outside

- Children are supervised at all times during outdoor play and learn sessions
- A head count of all children is done when going outdoors to play and when returning into the Nursery
- Designated areas are allocated to each member of staff to ensure that they have a panoramic view of the outdoor area. Staff are rotated each week.
- Our garden area is gated and fenced
- Our outdoor area is securely fenced
- Our outdoor and garden areas are checked for safety and cleared of litter and other dangers before it is used
- Where water can form a pool on equipment, it is emptied before the children start playing outside
- Our sandpit are is covered when not in use, regularly checked and cleaned, as is the surrounding area
- All outdoor activities are supervised at all times

Health & Hygiene: Food and Drink

- Meals, snacks and drinks, must be healthy, balanced and nutritious, promoting and extending the children's understanding of a healthy diet
- Information about any special dietary requirements, preferences and food allergies that a child has, and any special health requirements is gathered during registration from parents and recorded
- Control measures are in place to prevent children from contact with known allergens. This includes an assessment of all Nursery food and materials, including snacks and treats brought in to share, cooking ingredients, craft substances (e.g. playdough, tempura paint), cleaning substances. Substances will be removed either on a session basis or for the duration of the child's time at Nursery; the latter is the preferred option especially if safe

alternatives are readily available. When new substances are considered for use at Nursery they will be checked for allergens

- The same procedures and control measures apply to food play ingredients
- All staff involved in the preparing and handling of food are trained and have up to date and relevant certificates in food hygiene. Staff responsible for preparing and handling food are competent to do so and familiar with relevant policies and procedures
- The kitchen area is adequately equipped to provide healthy meals, snacks and drinks for children as necessary, with suitable facilities for the hygienic preparation of food for children. The Centre is inspected bi-annually (unless a revisit is requested) under the Food Standards Food Hygiene Rating Scheme
- All food and drink is stored appropriately
- Fresh drinking water is available and accessible to the children at all times
- Any food or drinks that require heating will be heated immediately prior to serving and not left standing, or be reheated
- Tea towels are kept scrupulously clean. All utensils will be kept clean and stored in a dust-free place, e.g. closed cupboard or drawer
- Cracked or chipped eating, drinking and cooking utensils are disposed of
- Staff and children will wash hands under running water before handling food and after using the toilet and line with personal hygiene information below
- Staff will not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble
- Staff will never sneeze or cough over food
- Different cleaning cloths will be used for kitchen and toilet areas
- Staff will prepare raw and cooked food in separate areas
- Staff will keep food covered and either refrigerated or piping hot
- Staff will ensure that waste is disposed of properly and out of reach of children
- All fruits and vegetables will be washed or peeled thoroughly before use

Food Safety and Play

Children are supervised during meal times and food is adequately cut up to reduce choking. The use of food as a play material is discouraged. However, as we understand that learning experiences are provided through exploring different malleable materials the following may be used. These are risk assessed and presented differently to the way it would be presented for eating e.g. in trays, playdough, cornflour, dried pasta, rice and pulses. Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. fruits and vegetables. Children will be supervised during these activities.

We must notify Ofsted of any food poisoning affecting two or more children within 14 days.

Health & Hygiene: Personal Hygiene

To prevent the spread of all infection, adults in the group will ensure that the following good practises are observed:

- Hands are washed after using the toilet
- Children with pierced ears are not allowed to try on, or to share each other's earrings
- Tissues will be available and children are encouraged to blow and to wipe their noses as necessary. Soiled tissues to be disposed of hygienically
- Children are encouraged to shield their mouth when coughing
- Paper towels are used and disposed of appropriately
- Hygiene rules related to bodily fluids are to be followed with particular care and all staff and volunteers must be aware of how infections, including HIV infection, can be transmitted
- Staff wear protective clothing - such as aprons and disposable gloves as appropriate
- Children are supported in cleaning their hands before snack time with antibacterial hand gel

Reference should be made to our Sick Child Policy.

Health & Hygiene: Cleaning and Clearing

- Any spills of blood, vomit or excrement are promptly wiped up and flushed away down the toilet
- Rubber gloves to always be used when cleaning up spills of body fluids
- Floors and other affected surfaces disinfected using chlorine or iodine bleach diluted according to the manufacturer's instructions
- Fabrics contaminated with body fluids thoroughly washed in hot water
- All surfaces cleaned daily with an appropriate cleaner
- Toilets and floors are cleaned each day with appropriate cleaner

Health & Hygiene: Nappy Changing/Toileting

We recognise that care routines are valuable learning opportunities for babies and young children and are of equal value to other areas of learning. Whilst we take every measure to promote the individual child's independence and self-help skills, children must be supervised at all times when accessing the toilet area. These procedures must be carried out with sensitivity, respect and dignity to support a positive sense of self as well as ensuring health and hygiene is promoted. This takes place with the child's individual routine when required and is in accordance with our Personal Care Policy.

Useful Publications

The Health and Safety Executive publishes a wide range of priced and free publications of which the following are a selection:

- Five Steps to Risk Assessment
- Everyone's Guide to RIDDOR (reporting of accidents, etc.)
- COSSH: new brief guide for employers
- Preventing slips, trips and falls at work
- Five Steps to Successful Health and Safety Management
- Legionnaires' disease (A guide for employers)
- Accident Book
- Guide to Preparing a Health and Safety Policy for a Small Business
- Essentials of Health and Safety at work
- Health & Safety Regulation...a short guide

Directory of Social Change – The Health and Safety Handbook: For Voluntary and Community Organisations, Second Edition.

ISBN 1903991013. Website: www.dsc.org.uk

The Play Safety Forum – Managing Risk in Play Provision – A Position Statement, from the Children's Play Information Service, National Children's Bureau, 8 Wakley St., London, EC1V7QE Tel: 020 7843 6303

Website: www.ncb.org.uk/cpc and click resources

Guide No. 6 Fire Safety Risk Assessment in Small and Medium Places of Assembly

ISBN 978185112 82 04 available from your local Health & Safety Office or to order online from www.hse.gov.uk. The publication can also be downloaded from the internet at www.firesafetyguides.communities.gov.uk

Useful Contacts

The Health and Safety Executive, Rose Court, 2 Southward Bridge, London, SE1 9HS Telephone information line: 0845 345 0055. Website: www.hse.gov.uk
Publications Order Line: 01787 881165

Health & Safety Executive Bookfinder www.hsebooks.co.uk

COSHH: www.coshh-essentials.org.uk carries out a free on-line risk assessment to give smaller organisations practical solutions to reduce the risks of exposure to dangerous substances.

The Directory of Social Change, 24 Stephenson Way, London NW1 2DP. Tel: 020 7209 5151. Fax: 020 7391 4808. Email: info@dsc.org.uk

Safetyshop. Free catalogue of safety management products, notices, etc. Freephone: 0800 12 23 23. Freefax: 0800 389 5311. Website: www.safetyshop.com. Email: sales@safetyshop.com

Water Regulations Advisory Scheme (WRAS), Fern Close, Pen-Y-Fan Ind. Est., Oakdale, Gwent, NP11 3EH. Tel: 01495 248454. Email: info@wras.co.uk. Website: www.wras.co.uk

Late Collection Policy

At Tots 'R' Us Nursery we believe in supporting good attendance. Children, who attend Nursery regularly, arrive and are collected on time, are more secure and better able to make the most of the learning and development opportunities that we provide. At a young age, continuity and consistency are important contributors to a child's well-being and progress.

We aim to:

- To work in strong partnership with parents and carers to ensure that every child attends Nursery regularly and is punctual
- To provide a safe and comforting routine when children arrive, throughout the session and again when children are collected
- To support all children and their families to establish good routines which will continue throughout the child's education

It is important that children are collected promptly at the end of their session; we are required under the Statutory Requirements of the Early Years Foundation Stage (EYFS 2024 ref 3.32, 3.33) to maintain staffing ratios. Late collection impacts on our ability to comply with this regulation.

Unplanned late collections will be charged at £5:00 per half hour. We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the Nursery as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the Nursery in advance to be used by anyone collecting a child who is not the parent (EYFS 2024 ref 3.63)
- Informing the Nursery of this person's identity so the Nursery staff can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the Nursery staff, the parent must provide a detailed description of this person. This designated person must know the individual child's safety password in order for the Nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the Nursery after a reasonable amount of time after their session ends, we initiate the following procedure:

- The Nursery manager will be informed that a child has not been collected
- The Nursery manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the Nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The Nursery will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort, and reassure the child during the process

Lone Working Policy (Nursery)

This policy should be read in conjunction with Eastlea Community Centre's Lone Working Policy, which covers all staff, and meets the requirements of the Statutory Framework for the Early Years Foundation Stage – EYFS 2024.

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

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

We always ensure that our staff: child ratios are maintained.

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

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

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

Employee/Managers' responsibilities when left in a room alone include ensuring:

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

Employee's responsibilities when left in the building alone:

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

Management's responsibilities when employees are left in the building alone:

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

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

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

Lone Working Policy (Eastlea Community Centre)

Introduction

This document explains how the CIO will protect their staff and volunteers as far as is reasonably practicable from the risks of lone working. Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with any health and safety risks for people working alone.

This policy should be read in conjunction with the Nursery Lone Working Policy.

There are no absolute restrictions on working alone; it will depend on the findings of a risk assessment. There are two main pieces of legislation that will apply:

- The Health and Safety at Work etc. Act 1974: Section 2 sets out a duty of care on employers to ensure the health, safety and welfare of their employees whilst they are at work.
- The Management of Health and Safety at Work Regulations 1999: Regulation 3 states that every employer shall make a suitable and sufficient assessment of:
 - The risks to the health and safety of his employees to which they are exposed whilst they are at work; and
 - The risks to the health and safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking

Aims of the Policy

The CIO is committed to providing a safe working environment as far as reasonably practical that meets the needs of its staff and volunteers. Consideration shall therefore be given to the health and safety implications in respect of lone working. The aim of the policy is to:

- Increase awareness of safety issues relating to lone working
- Ensure that the risks of lone working are assessed regularly and that systems are put in place to minimise the risk as far as is practical
- Ensure that appropriate training is available to staff and volunteers that equips them to recognise risk and provides practical advice on safety when working alone
- Encourage full reporting and recording of all adverse incidents relating to lone working and reduce the number of incidents/injuries relating to lone working

Responsibilities

The Centre Manager is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
- Providing resources for putting the policy into practice
- Ensuring that all staff are aware of the policy
- Ensuring that risk assessments are carried out and reviewed regularly
- Ensuring that staff identified as being at risk are given appropriate information, instruction and training, including training at induction updating and refreshing this training as necessary
- Ensuring that appropriate support is given to staff involved in any incident

Staff are responsible for:

- Taking reasonable care of themselves and others affected by their actions
- Ensuring they are familiar with good practice for lone workers
- Following guidance and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy

- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone

Identifying Lone Workers

While many hazards at work are relatively easy to identify and control, other aspects of health and safety are less easy to define. One such instance is the risk posed to staff who work alone, as in many situations it may be difficult to foresee the potential for harm. This policy is intended to assist Managers and Trustees in identifying staff that are classified as lone workers; it will give some examples of the specific risks associated with lone working and provide guidance on undertaking a risk assessment in this area.

The Health and Safety Executive's definition of lone workers is:

'Those who work by themselves without close or direct supervision, either employees who work separately from others in an establishment or mobile workers who work away from a fixed base'.

Examples of employees who may be classed as lone workers include:

- Staff with responsibility for opening up and closing buildings
- Maintenance workers
- Staff working outside normal working hours
- Staff visiting service users in their own home
- Staff accompanying and supporting service users in the community
- Staff working in an isolated part of the building

The above list is by no means exhaustive.

Risk Assessment

Although there is no specific legislation in relation to lone working, the Management of Health and Safety at Work Regulations 1999 require employers to carry out a risk assessment in relation to all significant hazards faced by their employees. Consideration needs to be given to the potential risks faced by lone workers, and identified control measures should be put into place to avoid or control the risks.

Identifying those at risk

The first step in assessing the risks is to identify those members of staff who are at any time required to work alone, i.e. those who work alone within the workplace, visiting other premises and travelling between places or work.

Assessing the risks

Having identified the lone workers, the risks to which they are exposed need to be assessed. This assessment should take into account the risk inherent in the task and the environment, along with any additional risks associated with the fact that the employee is working on their own.

The main risks associated with lone working may be identified using the checklist below:

For people who work alone in a fixed location

- Is access to the building adequately controlled?
- Who knows who is in the building?
- Is there any way of identifying legitimate visitors?
- Could people just wander in?
- Is there a procedure for removing people from the building if necessary?
- Have there been any problems with people gaining unauthorised entry to the building?

Isolation

- Are employees working alone in isolated offices or parts of the building?
- Do employees meet with service users or members of the public in isolated offices?
- Who knows where employees are and whom they are with?
- Can employees in isolated areas summon help or raise an alarm?
- Can anyone see or check on a colleague who is alone with a member of the public?
- Has there previously been any problems arising from employees working in isolation?
- Have staff expressed concern about feeling isolated?
- If there are interview facilities, are these isolated? Who controls access to them, has the layout of interview rooms been considered, i.e. fixed furniture, no potential weapons etc.

Reception

- Is there a reception area, is it a secure counter?
- Is the person/s covering reception vulnerable?
- Is there a signing-in and out procedure for visitors to the building?
- Are visitors' badges issued?
- Is there access control on the door to the main part of the reception office?
- Have there been any previous incidents of violence in the reception area?
- Could they have been prevented?
- Are there any potential weapons in the reception area?
- Is there a panic alarm fitted?

Handling Cash

- Are the arrangements for keeping cash in the establishment adequate?
- Is money paid into or collected from banks, posts offices or elsewhere regularly? Are the times, days and routes varied?
- If money has to be carried, is it kept to a minimum?
- Does staff feel anxious about collecting money?
- Are staff provided with personal attack alarms?
- Are staff aware of what action they should take in the event of an attack?
- Are there safer ways of dealing with cash?

Communication

- Are there suitable lines of communication between the lone worker and a designated person (buddy) i.e. mobile phone?
- Is there regular contact between the lone worker and another person, with contact coming from a designated person (buddy) to the lone worker?
- Are procedures in place if contact with the lone worker cannot be established as required, are staff aware of these?
- A coded warning (a word or phrase) to be set to alert text buddy/colleague in times of emergency or serious situation

Late working and out of office hours

- Have staff working late/weekends been afforded the same protection as others, if the risk is considered greater, have more control measures been implemented?
- Do others know where they are?
- Do they have a means of getting in contact with others, mobile phones, etc.?
- Is consideration given to the safety of staff who work late e.g. emergency cover staff?
- Is there a safe procedure for locking up the building?
- Would it be beneficial for staff to be issued with a torch or panic alarm?

Management Controls

- Having assessed all the risks, which affect lone workers, both in an establishment and away from the workplace, you then need to ensure that suitable and sufficient control measures are put in place, many of which have been previously mentioned. A summary of suitable controls would be as follows:
- Are there suitable lines of communication and monitoring?
- Have emergency procedures been identified, and are staff aware of these, are they clear about action to be taken?
- Have staff received suitable training i.e. dealing with violence and aggression?
- Have lone workers been given all necessary information to enable them to carry out their job safely, are they aware of all known risks and appropriate control measures to follow?
- Have considerations been given to welfare facilities, i.e. toilets, first-aid, particularly for maintenance workers?
- Does the lone worker have any medical condition, physical or psychological, which may make them unsuitable for the task?
- Have clear procedures been established, which the lone worker can follow, to cover all foreseeable outcomes?
- Are staff encouraged to seek advice/assistance if they are unsure about a situation or to report any problems/concerns, i.e. supervision or as a standing item on team meetings?
- Are post traumatic incident counselling and/or assistance available?

Having undertaken the risk assessment and implemented all necessary controls it is important that all lone working situations are monitored and continually reviewed. The views of all relevant people, including managers and staff should be taken into consideration.

The designated person (buddy) must be made aware of the line manager's number. In the event that the employee does not telephone their buddy after an outreach, the buddy must contact the line manager. The line manager will endeavour to contact the employee however if there is no response the police shall be informed.

Examples of Risk Assessment Procedures and Good Practice

Good practise for Lone Workers

- Out of office hours all staff should leave written details of where they are going and their estimated time of arrival back at base/home
- If, in the course of a trip away from the office, plans change significantly, this should be communicated back to a their 'buddy' or line manager by telephone or text
- If the visit is assessed to have sufficient risk, details of the planned visit must be recorded in a 'lone working/home visit record'. Arrangements should be made with the Centre Manger or buddy/colleague to check that a lone worker has returned to their base or home on completion of a task on time
- Telephone contact between the lone worker and a buddy/colleague is advisable. A coded warning (a word or phrase) to be set to alert text buddy/colleague in times of emergency or serious situation
- Staff should avoid being left on their own with a client in their workplace, or leaving a colleague in this situation
- Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries
- Lone workers should ensure they have their mobile phones with them at all times; if they do not own one they will be provided with a mobile phone when lone working and other personal equipment where this is necessary

Guidance for Risk Assessments of Lone Working

- Is the person medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Is any known risk attached to a client(s)?

- Has an alternative to a home visit been considered?
- Has safe travelling between appointments been arranged?
- Have reporting and recording arrangements been made where appropriate?
- Can the whereabouts of the lone worker be traced?

Looked After Children Policy

We are committed to providing quality provision based on equality of opportunity for all children and their families. We recognise that 'looked-after' children have particular needs and the following procedures have been written to help all staff to do all they can to enable 'looked after' children in their care to achieve and reach their full potential.

Definition of 'Looked after Children' (LAC): *Children and young people become 'looked after' if they either have been taken into care by the local authority, or have been accommodated by the local authority (a voluntary care arrangement). Most LAC will be living in foster homes, but a smaller number may be in a children's home, living with a relative or even placed back home with their natural parent(s).*

Links to other policies

- Equality, Diversity & Inclusion Policy
- Positive Behaviour and Promoting British Values
- E-Safety Policy
- Staff Behaviour Policy
- Special Educational Needs & Disabilities Policy (SEND)
- Confidentiality, Data Protection and Sharing Information Policy
- Prevent Policy
- Lost or Missing Child Procedure
- Intimate Care Policy
- Policy if a Child is not Collected on Time
- Sick Child & Existing Injuries Policy

We recognise that children who are being looked after have often experienced traumatic situations; physical, emotional or sexual abuse or neglect. However, we also recognise that not all looked after children have experienced abuse and that there are a range of reasons for children to be taken in to the care of the local authority. Whatever the reason, a child's separation from their home and family signifies a disruption in their lives that has impact on their emotional well-being.

Our policy and practice guidelines for looked after children are based on these two important concepts, *attachment and resilience*. The basis of this is to promote secure attachments in children's lives as the basis for resilience. These aspects of well-being underpin the child's responsiveness to learning and are the basis in developing positive dispositions for learning. For young children to get the most out of educational opportunities they need to be settled enough with their carer to be able to cope with further separation, a new environment and new expectations made upon them.

Procedures

- The designated person for looked after children is the Nursery Manager
- Every child is allocated a key person before they start and this is no different for a looked after child. The Nursery Manager ensures the key person has the information, support and training necessary to meet the looked after child's needs
- The Nursery Manager and the key person liaise with agencies, professionals and practitioners involved with the child and his or her family and ensure appropriate information is gained and shared
- The Nursery recognises the role of the local authority social care department as the child's 'corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parents' or foster carer's role in relation to the setting without prior discussion and agreement with the child's social worker
- At the start of a placement there is a professionals meeting that will determine the objectives of the placement and draw up a care plan that incorporates the child's learning needs
- The care plan needs to consider such issues for the child as:
 - The child's emotional needs and how they are to be met
 - How any emotional issues and problems that affect behaviour are to be managed
 - The child's sense of self, culture, language/s and identity – how this is to be supported
 - The child's need for sociability and friendship

- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported

In addition, the care plan will also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with whom and how it will be recorded and stored
 - What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be the setting, when, where and what form the contact will take will be discussed and agreed
 - What written reporting is required
 - Wherever possible, and where the plan is for the child's return home, the birth parent(s) should be involved in planning
 - With the social worker's agreement, and as part of the plan, the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun-days etc. alongside the foster carer
- The settling-in process should be the same as for any other child, with the foster carer taking the place of the parent, unless otherwise agreed. It is particularly important that the child form a relationship with his or her key person sufficient to act as a 'secure base' to allow the gradual separation from the foster carer. This process may take longer in some cases, so time needs to be allowed for it to take place without causing further distress or anxiety to the child
 - In the first two weeks after settling-in, the child's well-being is the focus of observation, in particular their sociability and their ability to manage their feelings with or without support.
 - Further observations about communication, interests and abilities will be noted to form a picture of the whole child in relation to the Early Years Foundation Stage seven areas of learning and development
 - Concerns about the child will be noted in the child's file and discussed with the foster carer
 - If the concerns are about the foster carer's treatment of the child, or if abuse is suspected, these are recorded in the child's file and reported to the child's social care worker according to the setting's safeguarding children procedure. (See Sick Child & Existing Injuries Policy for details of injury and incident forms. (See Safeguarding and Child Protection Policy for further details)
 - Regular contact should be maintained with the social worker through planned meetings that will include the foster carer
 - Transition to school will be handled sensitively and the Nursery Manager and/or the child's key person will liaise with the school, passing on relevant information and documentation with the agreement of the looked after child's birth parents

Lockdown Policy and Procedure

Tots 'R' Us Nursery and Eastlea Community Centre recognises the potentially serious risks to children, staff and visitors in emergency or harmful situations. A lockdown may take place where there is a perceived risk of threat to the Nursery or Centre (the setting), its staff, children, visitors or property. Where possible, the Nursery/Centre will act to ensure the safety of all personnel in the setting in the following situations:

- In the event that unauthorised person(s) considered dangerous, are on Nursery/Centre premises
- In instances including domestic breakdowns where estranged parties are attempting to abduct children
- In instances where personnel, students, volunteers or staff from within the setting become a threat to the well-being of others
- In emergency situations within the environment of the setting where there is potential risk from spills or poisonous fumes
- A reported incident or disturbance in the local community (with the potential to pose a risk to children and adults in the setting)

A lockdown will be initiated by a recognisable signal of **3 blows of the emergency whistle**. Lock down procedures will be practiced from time to time to ensure that staff and children are familiar with them.

Practices and Procedure

Follow the **CLOSE** Procedure:

Close all windows and doors

Lock up

Out of sight and minimise movement

Stay silent and avoid drawing any attention

Endure. Be aware that you may be in Lockdown for some time

The following steps provide guidelines for personnel, staff, students and visitors in an emergency situation:

- On hearing the lock down signal the Centre Manager, Nursery Manager and/or Deputy will call for assistance using 999 and alert the Registered Nominated Person
- Staff (from the Centre) will lock the front outer door, internal foyer door and windows, kitchen door, IT suite windows, stage door and the main hall fire exits and shut all the electric shutters where possible
- Nursery staff will secure both Nursery rooms by closing and locking all doors, blinds and electric shutters
- The 3 blows of the emergency whistle will signal lockdown procedures to take effect immediately

Upon hearing the Lockdown signal, these steps will be followed:

- Nursery staff to guide all children into the Nursery rooms if playing outside
- Centre staff will gather service users/groups in one place, either the main hall or IT suite if safe to do so. If in any doubt of safety Centre staff must remain in the main office
- Staff will close all windows, shut the electric shutters where possible and close blinds, lock doors and electric door shutters where possible, turn off lights. Senior staff are responsible for ensuring that this is completed
- Collect medical box, register and mobile phone
- Do a head count immediately and call register
- Position the children against the wall or behind tables in the most non-visible corner, seated. Children with a Personal, Emergency Evacuation Plan (PEEP) will be guided by their one to one support officer to the designated area on their individual plan.
- Supervise, ensuring everyone remains out of sight and are sitting quietly
- Turn off the lights and electrical devices

- No one should be allowed out of the room or safe area during a lockdown procedure
- Remain in lockdown until the all-clear has been given by the police

At no time will staff attempt to remove an unwanted visitor.

Following the lockdown:

- Co-operate with the emergency services to help in an orderly evacuation
- Ensure you have the register and children's details with you
- Any staff or children who have witnessed an attack or incident will need to tell the police what they saw
- The police may require other individuals to remain available for questioning

Managing parents

In the event of an incident it is inevitable parents will want to come to the setting and collect their children immediately. They must be discouraged from doing so, until the emergency services give the all clear.

Even then, depending on the severity and type of incident, children may need to be checked by medical teams or questioned by the police.

It must be made absolutely clear to parents that you will be acting on the advice of the emergency services at all times.

With regard to getting information to parents during 'lockdown', you should use the existing systems you have in place for sending group messages, such as social media, text, emails. Discourage parents from ringing you directly for further updates during 'lockdown'; it will be vital your phone lines remain clear.

Consider the wording of a text or phone message that will be issued to all parents as soon as lockdown is announced and you are sure the situation is not a false alarm.

Suggested wording for message to parents:

Due to an incident we have been advised by the emergency services to secure the premises and stay put until we are given the 'all clear'. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able when that is likely to be.

In the meantime we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is absolutely vital that you speak to us.

Medication Policy

The Nursery wishes to ensure that children with medical conditions receive appropriate care and support. All children have an entitlement to a full Early Years Foundation Stage (EYFS) curriculum, or as much as their medical condition allows whilst in the care of the Nursery. This guidance has been developed with the support of Durham County Council and in line with the following documents:

Department for Education (DfE) Statutory Framework for the Early Years Foundation Stage – setting the standards for learning, development of care for children from birth to five (January 2024)

DfE Supporting children at school with medical conditions (September 2014)

DfE Special educational needs and disability code of practice: 0 – 25 years Statutory guidance for organisations who work with and support children and young people with special educational needs and disabilities (January 2015)

We take account of it, carefully consider it, and we make all efforts to comply. Ofsted places a clear emphasis on meeting the needs of children with SEN and Disabilities (SEND), which may include those children with medical conditions.

Occasionally children will need to take medicines during the day at some point during their time at the Nursery. Medication should only be brought into the Nursery for the children when it is essential; that is when it would be detrimental to a child's health if the medication were not administered during their session at the Nursery.

Medication

- Medication (both prescription and non-prescription) **must only be administered** to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer
- Prescription medicines must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist (**medicines containing aspirin, should only be given if prescribed by a doctor**)
- Medication **must** be in date, labelled, and provided in the original container (except in the case of insulin, which may come in a pen or pump) with dosage instructions. Medication that does not meet these criteria will not be administered
- Medications will be stored appropriately according to advice
- Any medications left over at the end of the course are to be returned to the child's parents/carers
- A written record is kept each time a medicine is administered to a child. The child's parents/carers are informed on the same day, or as soon as reasonably practicable
- The Nursery cannot be held responsible for side effects that occur when medication is taken correctly
- Staff will not make a child comply with their health procedure if they refuse. The resulting procedures will be clearly written into the Individual Medical Plan (IMP), which will include informing parents/carers

Safe Storage of Medication

All medication must be named. Medication must not be looked after by the children and must not be left in children's bags. It must be given to members of staff and stored in one of the designated places out of reach of children.

All medication classed as a controlled drug is kept in a locked filing cabinet stored in the Nursery office; any medication that needs refrigerating is kept in the lockable fridge in the store cupboard in room 1. Once administered, the medication must be immediately returned to its designated place until the child's parent/carer arrives and takes the medication home with them.

Medication (e.g. inhalers/epipens) that may be required on a daily basis or in an emergency can be kept on the premises so it is close to hand when required – this also eliminates the risk of the medication being left at home or school on a day the child needs it. For these medications, the parents/carers must put in writing details about the medication, administration and prior consent for the Nursery staff to

administer the medication. This type of medication is kept in a clearly marked box, on a high shelf in the changing cupboard.

Procedure When Administering Medication

- Check to make sure you are administering the correct medication to the right child
- Check the reason the child is receiving the medication
- Is the medication prescription or non-prescription?
- Prescription – check the label for the child's name, dosage and expiry date
- Non-prescription – check the medication is labelled, in its original container and with details of dosage, time/frequency and expiry date
- Check the SIGNED consent form – the medication, dosage, method of administering and time to be given
- Two members of staff must check the medication and the dosage
- Check the parents/carers administration instructions against details provided with the medication (prescription instructions and box/container instructions)
- Administer the medication following any written instructions given by parents/carers – use tools supplied e.g. spoon/syringe
- Talk to the child and tell them what you are doing
- Supervise children if they are administering their own medication (if able to - with parental permission children are able to administer their own medication under close supervision e.g. asthma inhalers)
- If the child refuses to take the medication – do not force them
- Record the name of the medication, date and time, the name of the person administering the medication and the name of the witness. Record if the child refuses the medication. Record the information on the child's individual file
- Inform the child's parent when they collect the child and ask them to sign the medication administration form

Consent Form

Parents/carers are required to provide full details about their child's medical needs, including details on any medication their child needs. Prior to every child starting the Nursery, the parent or carer complete a 'Registration and Consent' form. This includes details of the child's Doctor, Health Visitor/Professional and any conditions or allergies that may affect the child's health, together with relevant medication taken.

A **Medication Authorisation Form** must be completed for each medicine/drug and required letters provided before any medication will be administered. Completed forms are filed in the child's individual file.

If medication is given by Nursery Staff then a **Medication Administration Form** will be completed showing the child's name, medicine type & name, dosage, date/time given, names & signatures of the person administering the medicine and the witness (witness to be the Nursery Manager/Deputy Manager) and time of notification to parent.

The child's key person will administer the medication alongside the Nursery Manager/Deputy Manager. They will then fill out the time and dosage of the medication on the consent form and the parents/carers will be asked to sign again when they collect their child.

If a child refuses to take medication, staff will not force them to do so. It will be noted on the consent form and the parent will be informed when they collect the child. If a refusal to take medication results in an emergency, staff will follow their emergency procedure.

All Medication Authorisation/Administration forms will be filed in the child's individual folder.

Long-Term or Complex Medical Needs

Children with long-term or complex medical needs are admitted to the Nursery after a consultation between the child's parents/carers and the Nursery Manager. It is the responsibility of the child's parents/carers to inform staff at the Nursery about their child's medical needs and medication.

Reasonable carers adjustments will be made to accommodate the child and their needs. If required, the Nursery staff will ask for details given by the child's GP or other professional persons who are supporting the child.

Where necessary, an Individual Medical Plan (IMP) will be developed in collaboration with the child, parents/carers and relevant professionals so that the level of care can be identified. IMPs should be easily accessible to all relevant staff, including supply/agency staff, whilst preserving confidentiality. Staffrooms are inappropriate locations under Information Commissioner's Office (ICO) advice for displaying IMPs as visitors may enter. If consent is sought from parents/carers, a photo and instructions may be displayed. More discreet location for storage is usually more appropriate. However, in the case of conditions with potential life-threatening implications the information should be readily available.

IMPs should be reviewed at least termly or when a child's medical circumstances change, whichever is sooner. Where a child has an Education, Health and Care plan or statement of special educational needs, the IMP will be linked to it or become part of it.

Outings

Children who have medical needs will not be excluded from outings. A member of staff, who will carry their medication, medication consent form and any relevant information about the child and their condition, will supervise them.

Transportation of Medication:

When medication needs to be transferred between Nurseries, a designated member of staff will hand over the medication in a suitable container. Transportation of medication will be carefully considered and will include receipt of medication between shared providers.

Staff Training

Staff will be informed of medication administration procedures as part of their staff induction. Where necessary, staff will receive appropriate training to support a child's needs in collaboration with local health services.

Best practice

As best practice, the following behaviours are to be avoided:

- Preventing children from easily accessing their inhalers and medication and administering their medication when and where necessary
- Assuming that children with the same condition require the same treatment
- Ignoring the views of the child and/or their parents/carers or ignoring medical evidence or opinion
- Sending children home frequently or preventing them from taking part in activities in the Nursery
- Making parents/carers feel obliged or forcing parents/carers to attend the Nursery to administer medication or provide medical support, including toilet issues
- Creating barriers to children participating in activities organised by the Nursery, including trips
- Refusing to allow children to eat, drink or use the toilet when they need to in order to manage their condition

Risk Assessment

All areas of our Medication Policy are included in our risk assessment and reviewed on an annual basis and/or when changes are made to the medication policy.

Emergencies

Medical emergencies will be dealt with under the Nursery's Emergency Procedures (Accidents/Incidents Policy), which will be communicated to all staff so they are aware of signs and symptoms. Children will be informed in general terms of what to do in an emergency such as telling a

member of staff. If a child needs to be taken to hospital, a member of staff will remain with the child until their parents/carers arrive.

Complaints

All complaints should be raised with the Nursery in the first instance. The details of how to make a formal complaint can be found in the Nursery's Complaints Policy. Ofsted posters with the details of how to contact them are displayed for anyone who believes the Nursery is not meeting the Early Years Foundation Stage (EYFS) requirements.

Missing Child Policy

At Tots 'R' Us Nursery, children's safety is paramount both on and off the premises. Every attempt is made through carrying out risk assessments and procedures, to ensure that the security of children is maintained at all times. In the unlikely event of a child going missing whilst in our care, we will follow our missing child procedure.

Child goes missing from the premises

As soon as it is noticed that a child is missing, the key person/member of staff alerts the Nursery Manager or person in charge at that time

- The Nursery Manager/person in charge talks to staff to find out when and where the child was last seen
- Ensuring that the remaining children are secure and sufficiently supervised by at least two members of staff, the remaining staff should search the building, outdoor play area, garden, car park and immediate vicinity
- The register is checked to make sure that all other children are present
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out
- The Nursery Manager/person in charge telephones the police and reports the child as missing and then calls the parent/carer
- The Nursery Manager/person in charge contacts the Registered Nominated Person and reports the incident
- The Registered Nominated Person comes to the Nursery immediately to carry out an investigation (see below)

Child goes missing on an outing

- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated key person/carer and carry out a head count to ensure that all other children are present
- Ensuring that the children are safe and sufficiently supervised, the remaining adults spread out in different directions and search the immediate area
- The Nursery Manager/person in charge (the most senior staff member) telephones the police and venue security (if applicable) and reports the child as missing
- The Nursery Manager is contacted immediately (if not on the outing) and the incident is recorded
- The Nursery Manager contacts the child's parents
- Staff take the remaining children back to the Nursery
- The Nursery Manager/person in charge contacts the Registered Nominated Person and reports the incident.
- The Nursery Manager or a member of staff may be advised by the police to stay at the venue until they arrive

The investigation

- Staff keep calm and do not let the other children become anxious or worried
- The Nursery Manager and the Registered Nominated Person speaks to the parents
- The Nursery Manager, Designated Safeguarding Lead and the Registered Nominated Person carries out a full investigation, taking written statements from all the staff who were on the outing
- The key person/member of staff writes an incident report detailing:
 - The date and time of the report
 - What staff/children were in the group and the name of the staff designated responsible for the missing child
 - When the child was last seen in the group
 - What has taken place in the group or outing since the child went missing
 - The time it is estimated that the child went missing

- A conclusion is drawn as to how the breach of security happened
- If the incident warrants a police investigation, all staff co-operate fully. The police will handle all aspects of the investigation include interviewing staff. The Safeguarding Specialists may be involved if it seems likely that there is a child protection issue to address
- The incident is reported under RIDDOR arrangement; the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution
- In the event of disciplinary action needing to be taken Ofsted is informed
- The Insurance provider will be informed

With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary. Staff must not discuss any missing child incident with the press without taking advice. Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

Outings Policy (Nursery)

Getting children out of the Nursery and into other settings can be very rewarding. Outings can help children feel more rooted in their local community and make connections with the outside world. They can provide rich learning opportunities, including hands-on and interactive experiences, building on what the children are learning in the Nursery, before, during and after the outing.

Other benefits of taking children on nursery outings include; stimulating curiosity and inspire new interests, foster children's social skills and self-confidence, help promote healthy living, for example by encouraging walking and an enjoyment of the natural environment.

Parents sign an outings form when their child first starts Nursery. This gives permission to take their child out in the local community. For outings that require transport, we will obtain written permission from the child's parent or carer. We will first discuss with parents/carers where we intend to take the children and the safety measures that we will put into place. Outings will relate to current topics and/or be of interest to the children.

This policy links to our Safeguarding and Child Protection Policy, Missing Child Policy, Allergy Policy, Health and Safety Policy, Medication Policy and Equality, Diversity & Inclusion Policy.

We will put the following arrangements in place:

- Staff will ensure the outing and the venue are appropriate for the age and number of children attending and suitable for their development
- Any necessary information regarding the venue is sought, for example; maps, the location of the toilets and baby changing facilities, shops, picnic areas etc.
- The safety and security of the outing, or any venues the Nursery wishes to visit are considered carefully before the trip is planned and a risk assessment carried out before an outing takes place
- Children and staff wear high visibility jackets
- Most of the venues chosen are already known to staff
- Complete an outings checklist prior to the journey/visit
- Sufficient and appropriate staff/volunteers will be present to meet the type of activity being undertaken and to comply at least with minimum staffing ratios
- Members of staff continuously carry out head counts to ensure all children are present
- A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with nominated members of staff left on duty at the Nursery's premises
- We will obtain written consent from parents/carers prior to children being taken off the registered premises
- We shall ensure, whenever possible, that any vehicles used for transporting the children are properly licensed, insured, have a current M.O.T. certificate, appropriate seat restraints and are road-worthy
- We shall ensure that if hired or public transport does not have appropriate seating restraint, parents are informed prior to the outing so that they may decide whether they wish their child to participate
- There are contingency plans in the event of an accident or inclement weather
- We shall ensure that, when children are transported away from the premises, a first aid box is taken and qualified Paediatric First Aiders accompany the outing
- All necessary medication is taken and is named and stored appropriately for each child
- We shall ensure that at least one mobile phone accompanies the outing.

Late and Uncollected Child Policy

In the event that an authorised adult is late or does not collect a child at the end of a session, the Nursery puts into practice agreed procedures. These procedures ensure experienced staff/key persons known to the child, cares for the child safely. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. This policy links to our Safeguarding and Child Protection Policy.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

- Parents/carers of children starting at the Nursery are asked to provide the following specific information which is recorded on our Registration Form:
 - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative
 - Place of work, address and telephone number (if applicable)
 - Mobile telephone number (if applicable)
 - Names, addresses, telephone numbers of adults who are authorised by the parents/carers to collect their child from the Nursery, for example a relative or child-minder
 - A password for when an unknown adult is picking the child up
 - Contact details of anyone who has parental responsibility for the child
 - Information about any person who does not have legal access to the child
- Parents/carers are requested to inform us when they become aware that they will not be at home or in their usual place of work
- On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, they provide us with details of the name, address and telephone number of the person who will be collecting their child. We agree with parents/carers how to verify the identity of the person who is to collect their child. This is usually done by giving us a password in advance
- We provide parents/carers with our contact telephone numbers
- We inform parents/carers that we apply our safeguarding and child protection procedures in the event that their child is not collected from the Nursery by an authorised adult within 30 minutes after the Nursery has closed and the staff can no longer supervise the child on our premises
- If a child is not collected by fifteen minutes after the end of the session we follow the following procedures:
 - The child's file is checked for any information about changes to the normal collection routines
 - If no information is available, parents/carers are contacted at home or at work
 - If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting – and whose telephone numbers are recorded on the Registration Form are contacted
 - All reasonable attempts are made to contact the parents or nominated carers
 - The child does not leave the premises with anyone other than those named on the Registration Form or in their file
 - If no one collects the child after 30 minutes and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children
 - After 30 minutes we will contact the local authorities **First Contact team on 03000 26 79 79** and follow advice provided by them
 - The child stays at Nursery in the care of a member of staff until the child is safely collected either by the parents/carer or by a social care worker
 - First Contact will aim to find the parent/carer or relative. If they are unable to do so, the child will become looked after by the local authority
 - Under no circumstances do staff go to look for the parent/carer, nor do they take the child home with them

- If the parent/carer is contactable but advises that they or other nominated carers cannot reach the Nursery within the 30 minutes timeframe, due to reasons beyond their control, but are making all necessary attempts to get to the Nursery, a member of staff will stay with the child until the parent/carer arrives. The parent/carer must give an estimated time of arrival. If we believe this to be a valid reason we will not ring the First Contact service after the initial 30 minutes
- Ofsted may be informed: 0300 123 1231

A full written report of the incident is recorded by the Designated Safeguarding Lead and placed in the child's file including a written record of all attempts to contact the parents/carers and a log of all other calls and responses.

Lockdown Policy and Procedure

Tots 'R' Us Nursery and Eastlea Community Centre recognises the potentially serious risks to children, staff and visitors in emergency or harmful situations. A lockdown may take place where there is a perceived risk of threat to the Nursery or Centre (the setting), its staff, children, visitors or property. Where possible, the Nursery/Centre will act to ensure the safety of all personnel in the setting in the following situations:

- In the event that unauthorised person(s) considered dangerous, are on Nursery/Centre premises
- In instances including domestic breakdowns where estranged parties are attempting to abduct children
- In instances where personnel, students, volunteers or staff from within the setting become a threat to the well-being of others
- In emergency situations within the environment of the setting where there is potential risk from spills or poisonous fumes
- A reported incident or disturbance in the local community (with the potential to pose a risk to children and adults in the setting)

A lockdown will be initiated by a recognisable signal of **3 blows of the emergency whistle**. Lock down procedures will be practiced from time to time to ensure that staff and children are familiar with them.

Practices and Procedure

Follow the **CLOSE** Procedure:

Close all windows and doors

Lock up

Out of sight and minimise movement

Stay silent and avoid drawing any attention

Endure. Be aware that you may be in Lockdown for some time

The following steps provide guidelines for personnel, staff, students and visitors in an emergency situation:

- On hearing the lock down signal the Centre Manager, Nursery Manager and/or Deputy will call for assistance using 999 and alert the Registered Nominated Person
- Staff (from the Centre) will lock the front outer door, internal foyer door and windows, kitchen door, IT suite windows, stage door and the main hall fire exits and shut all the electric shutters where possible
- Nursery staff will secure both Nursery rooms by closing and locking all doors, blinds and electric shutters
- The 3 blows of the emergency whistle will signal lockdown procedures to take effect immediately

Upon hearing the Lockdown signal, these steps will be followed:

- Nursery staff to guide all children into the Nursery rooms if playing outside
- Centre staff will gather service users/groups in one place, either the main hall or IT suite if safe to do so. If in any doubt of safety Centre staff must remain in the main office
- Staff will close all windows, shut the electric shutters where possible and close blinds, lock doors and electric door shutters where possible, turn off lights. Senior staff are responsible for ensuring that this is completed
- Collect medical box, register and mobile phone
- Do a head count immediately and call register
- Position the children against the wall or behind tables in the most non-visible corner, seated. Children with a Personal, Emergency Evacuation Plan (PEEP) will be guided by their one to one support officer to the designated area on their individual plan.
- Supervise, ensuring everyone remains out of sight and are sitting quietly
- Turn off the lights and electrical devices
- No one should be allowed out of the room or safe area during a lockdown procedure

- Remain in lockdown until the all-clear has been given by the police

At no time will staff attempt to remove an unwanted visitor.

Following the lockdown:

- Co-operate with the emergency services to help in an orderly evacuation
- Ensure you have the register and children's details with you
- Any staff or children who have witnessed an attack or incident will need to tell the police what they saw
- The police may require other individuals to remain available for questioning

Managing parents

In the event of an incident it is inevitable parents will want to come to the setting and collect their children immediately. They must be discouraged from doing so, until the emergency services give the all clear.

Even then, depending on the severity and type of incident, children may need to be checked by medical teams or questioned by the police.

It must be made absolutely clear to parents that you will be acting on the advice of the emergency services at all times.

With regard to getting information to parents during 'lockdown', you should use the existing systems you have in place for sending group messages, such as social media, text, emails. Discourage parents from ringing you directly for further updates during 'lockdown'; it will be vital your phone lines remain clear.

Consider the wording of a text or phone message that will be issued to all parents as soon as lockdown is announced and you are sure the situation is not a false alarm.

Suggested wording for message to parents:

Due to an incident we have been advised by the emergency services to secure the premises and stay put until we are given the 'all clear'. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able when that is likely to be.

In the meantime we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is absolutely vital that you speak to us.

Parent/Carer Involvement Policy

The aim of the Nursery is to support and engage with parents and carers of all the children who attend our Nursery. We acknowledge that parents and carers are children's first and enduring educators and that our staff in the Nursery can learn a lot from them by working together to create a positive impact on children's development and learning.

Parents as Partners:

- Make all new parents/carers aware of how to access the Nursery's systems, policies and procedures by providing a Parent Information Pack
- Encourage parents/carers on an individual basis to play an active part in the management of the Nursery
- Work with parents/carers to enhance learning and development
- Ensure that parents/carers are informed on a regular basis about their child's progress
- Ensure that all parents/carers have opportunities to contribute from their own skills, knowledge and interests to the activities of the Nursery
- Involve parents/carers in shared record keeping about their own child, either formally or informally
- Welcome the contributions of parents/carers, whatever form these may take
- Make known to all parents/carers the systems for registering queries, complaints or suggestions
- Provide opportunities for parents to learn about the Nursery curriculum and about young children's learning, in Nursery and at home
- Promote and provide volunteer opportunities to encourage parents/carers to participate
- Parents/carers can choose to stay for their child's first morning

We recognise that working closely with our parents and carers is vital for the identification of children's learning needs and ensures early identification of any area of particular difficulty. Parents, carers and their families are central to a child's wellbeing and our staff/key persons are able to support this important relationship by sharing information and offering support for extending learning in the home.

Personal Care Policy

All children at the Nursery have the right to be safe, treated with dignity, respect and privacy at all times to enable them to access all aspects of Nursery life. This policy sets out clear principles and guidelines on supporting personal care with specific reference to toileting.

Tots 'R' Us Nursery is committed to ensuring that all staff responsible for the personal care of children will undertake their duties in a professional manner at all times. Staff that have gone through the 'Safer Workforce Recruitment' process, which includes a DBS check, two references and a successful interview, induction and probationary period will be able to take on this role. Volunteers and students do not carry out personal care duties.

This policy links to our Safeguarding and Child Protection Policy and Health and Safety Policy.

It is the right of the child to be treated with sensitivity and respect, and in such a way that their experience of personal care is a positive one. As far as possible, the child should be allowed to exercise choice and should be encouraged to have a positive image of their body.

Personal care tasks – cover any task that involves:

- Dressing and undressing
- Washing including intimate parts
- Helping someone use the toilet
- Changing nappies
- Carrying out a procedure that requires direct or indirect contact to an intimate personal area

Some children due to physical disability, special educational needs associated with learning difficulties, medical needs or needs arising from the child's stage of development are unable to carry out these tasks. We will support children to achieve the highest level of independence possible, according to their individual condition and abilities. Older children will be encouraged to use self-help skills with regard to toileting but their key person should be aware of their abilities in this area and be available to offer help if necessary.

Our approach to best practice

We work with parents/carers towards toilet training unless there is a medical or other developmental reason why this may not be appropriate at the time. We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults. The Nursery will share policies and procedures for dealing with children's general toileting needs with parents or carers. It is important that there is a positive dialogue between home and the Nursery about strategies in use with the child so that these can be reinforced as appropriate.

Staff work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan using the Individual Medical Plan form (IMP). The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person required reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (e.g. verbal, visual)
- Child's level of ability, what tasks they are able to carry out themselves

When intimate care is given, the key person explains fully to the child each task that is carried out and the reasons for it. Staff encourages children to do as much for themselves as they can.

We recognise that care routines are valuable learning opportunities for babies and young children and are of equal value to other areas of learning. We recognise that children will join us having reached differing levels of independence and development in toileting and self-care. These procedures must be carried out with sensitivity, respect and dignity to support a positive sense of self as well as ensuring health and hygiene is promoted:

- Key Persons have a knowledge of personal requirements for the children in their care
- During the first few weeks of a child starting Nursery, key persons undertake to change children in their key groups
- Key persons recognise that nappy changing is relaxed and a time to promote independence in young children. They avoid pulling faces or making negative comments about nappy contents or the child
- Parents/carers are expected to provide a full changing kit (nappy, wipes and nappy bag) if the child is not potty trained
- Children are changed whenever the need arises and are never left in soiled or wet clothing, nappies, 'pull-ups' or pants as we have a 'duty of care' towards children's needs and this could be interpreted as neglect
- Gloves and aprons are put on before changing commences and the areas are prepared
- All staff are familiar with the hygiene procedures and carry them out when changing nappies or 'pull-ups'
- Nappies and 'pull-ups' are disposed of hygienically. Soiled clothing is bagged for parents to take home
- Changing area is left clean and ready for the next child
- Children are encouraged to take an interest in using the toilet; they may just want to sit on the toilet at first
- Older children can access the toilets whenever they have the need to and are encouraged to be as independent as possible
- Children are reminded at regular times to go to the toilet
- New children have a general 'induction' tour of the toilet to help them feel safe and comfortable
- Children are encouraged to wash their hands after using the toilet and have soap and paper towels to hand

The safe handling and disposing of used nappies and body fluids, as well as personal hygiene is set out in our Health and Safety Policy.

Child Protection

There should be recognition that personal care and toileting support can involve risks for both the child and any adults in attendance. All children will be taught personal safety skills carefully matched to their level of ability, development and understanding.

If a member of staff has any concerns about physical changes in a child's presentation, e.g. marks, bruises, soreness etc., they will be reported to the Designated Safeguarding Lead and normal safeguarding procedures followed.

If a child becomes unhappy or distressed about being cared for by a particular member of staff, the matter will be looked into and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staffing schedules will be altered until the issue is resolved so that the child's needs remain paramount. Further advice will be taken from outside agencies if necessary. If a child makes an allegation against a member of staff, we will follow procedures set out in our Child Protection and Safeguarding Policy.

Positive Behaviour and Promoting British Values

We believe 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. Where appropriate, children will be encouraged to consider the impact their behaviour has on the people, places and objects around them; and to consider the views, feelings, needs and rights of others. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement and believe that children should be courteous towards others, children and adults alike. We teach our children emotional language and feelings. This supports their understanding of their feelings and the feelings of others. We positively promote good behaviour and value co-operation and a caring attitude to enable children to develop as responsible members of society. These principles are embedded in the promotion of British Values across the Nursery environment.

We have a named person in the Nursery who is responsible for supporting personal, social and emotional development, including issues concerning behaviour.

Our named person is Melissa Singh Deputy Manager (Behaviour Coordinator)

The Behaviour Coordinator is required to:

- Keep up-to-date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support
- Access relevant sources of expertise on promoting positive behaviour to support personal, social and emotional development
- Support staff, volunteers and students by providing relevant in-house training on promoting positive behaviour
- Report to the Nursery Manager / Special Educational Needs Coordinator (SENCO)

The Statutory framework for the early year's foundation stage states:

'Managing Behaviour

3.58. Providers are responsible for managing children's behaviour in an appropriate way.

3.59. Providers must not give or threaten corporal punishment to a child and must not use or threaten any punishment which could adversely affect a child's well-being. Providers must take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child, or by any person living or working in the premises where care is provided. Any early years provider who fails to meet these requirements commits an offence. A person will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. Providers, including childminders, must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable.

****Physical intervention is where practitioners use reasonable force to prevent children from injuring themselves or others or damaging property.****

How we aim to achieve positive behaviour:

Create a positive learning environment

- Staff, volunteers and students model appropriate behaviours e.g. speaking in a pleasant voice, playing cooperatively, sharing, being polite, tidying up, and being kind to others
- Staff, volunteers and students respond positively to children giving help, care, encouragement and attention
- Questions and prompts are used to respond to child initiated interactions to promote language, problem solving, social and emotional development
- Staff, volunteers and students use verbal, and nonverbal prompts to teach new skills
- Considerate behaviour such as kindness and willingness to share are acknowledged
- Staff, volunteers and students support children in developing self-esteem, confidence, a sense of belonging, and of being valued

Have realistic expectations

- Children are individuals and develop at different rates and need to be developmentally ready before they can learn a new skill
- All children make mistakes and most are not intentional
- Behaviours will be handled in a developmentally appropriate way
- Very young children are unable to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this
- Staff, volunteers and students will remain calm and patient, helping children to manage their feelings and talk about them to help resolve issues and promote understanding
- Staff, volunteers and students will be aware that some behaviour may arise from a child's special needs
- A child may have insufficient language skills to express him or herself and may feel frustrated
- Children do need their own time and space, it is important to acknowledge children's feelings and to help them understand how others might be feeling
- A child may be exposed to levels of aggressive behaviour at home and may be at risk emotionally, or may be experiencing child abuse. If abuse is suspected, the Nursery's Child Protection and Safeguarding Children policy should be followed

Use assertive discipline

- Assertive discipline involves being consistent, responding immediately and modelling how to behave appropriately in an age and stage appropriate manner
- Staff, volunteers and students value children's individuality whilst expecting reasonable behaviour
- When staff, volunteers and students respond to unwanted behaviour they will remain calm and will not raise their voices
- When children behave in inconsiderate ways, staff, volunteers and students will help them understand the outcomes of their action and support them in learning how to cope more appropriately
- It will always be made clear that it is the behaviour that is unacceptable not the child
- An alternative to the undesirable behaviour will be discussed with the child, to help them deal with the situation next time it happens
- Distracting and redirecting children's activities are ways of discouraging unwanted behaviours
- Using descriptive praise to encourage behaviours we would like to see more often

Managing unwanted behaviours

In all cases, inappropriate behaviour will be dealt with at the time of the incident and where possible by the key person, who has built up a relationship gained knowledge of their key children. Staff will use a variety of techniques depending on the child and the behaviour. These include:

- **Establishing clear ground rules**—e.g. reminding of rules i.e. 'we walk indoors'
- **Planned ignoring**—paying no attention to a minor behaviour i.e. saying a rude word
- **Give clear calm instructions** —explain clearly, what you would like the child to do, giving praise when completed
- **Logical consequences / quiet time** withdrawing the activity or removing the child from the activity for a set amount of time if the behaviour continues after you have asked the child to stop

Where unwanted behaviour is on-going and a cause for concern, staff will use observations to establish any patterns underlying the behaviour. In consultation with parents, a plan may be put in place to support management of the unwanted behaviour and ensure consistency in how this is dealt with.

We use **physical restraint**, such as holding, only to prevent physical injury to children or adults and/or serious damage to property. All incidents of physical restraint will be reported to the Nursery Manager and are recorded on the 'Behaviour Management – Physical Intervention Record' form in the child's personal file (what happened, what action was taken and by whom, and the names of witnesses). This is to ensure that policy guidelines are followed, to inform parents, to prevent misunderstanding or misinterpretation of the incident, and to provide a record for any future

enquiry. The child's parent is informed on the same day. Where an incident is not serious enough to require a form it is still good practice to inform parents.

Hurtful behaviour

- Most children under the age of five will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'. For children under five, hurtful behaviour is usually momentary and spontaneous
- We help a child to understand the effect that their hurtful behaviour has had on another child
- We focus our attention on the child that was the subject of the hurtful behaviour, offering them comfort and reassurance
- Young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them
- We help children recognise and understand their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling. "Emily took your doll, and you were enjoying playing with it. Did it make you feel angry?" Older children will be able to verbalise their feelings better, talking through themselves the feelings that motivated the behaviour
- We help young children learn to empathise with others, understanding that they have feelings too and that their actions impact on others' feelings
- Skills such as sharing and turn taking take time to develop. Children need repeated experiences supported by patient adults and clear boundaries
- In cases of serious misbehaviour, such as racial abuse, we make clear the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame

Bullying can occur in children five years old and over and in younger children when they have reached a stage of cognitive development where they are able to plan to carry out a premeditated intent to cause distress in another. We take bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. It is characterised by intent to hurt, often planned, and accompanied by an awareness of the impact of the bullying behaviour.

If a child hurts another child or children:

- We give reassurance to the child or children who have been hurt, showing that we are able to listen to their concerns and act upon them
- We intervene to stop the child from harming the other child or children
- We explain to the child why her/his behaviour is not acceptable
- We help the child to recognise the impact of their actions
- We make sure that children receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour
- We do not label children as 'bullies'
- We recognise that children may be experiencing bullying themselves, be subject to abuse, or other circumstances causing them to express their anger in negative ways
- Children are often unable to empathise with others and we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done
- We use visual emotion cards as a teaching tool to help our children understand how they express their emotions and to help understand what emotions others around them may be feeling
- We discuss what has happened with the parents of the child who has hurt another child to discuss with them ways for handling the child's behaviour
- We discuss what has happened to the parents of the child who has been hurt, explaining that the child who hurt their child is being helped to adopt more acceptable ways of behaving
- We will offer support and reassurance to the child that has been hurt

Rough and tumble play, fantasy aggression and weapons

Young children often engage in play that has aggressive themes, such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing.

- Teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive
- We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt
- We recognise that fantasy play also contains many violently dramatic strategies, blowing up, shooting etc., and that themes often refer to 'goodies and baddies' and as such offer opportunities for us to explore concepts of right and wrong
- We are able to tune in to the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of 'teachable moments' to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution
- Many children will invariably play with weapons, using their finger as a gun at the very least. This play is often reflecting what they have observed or experienced. As with other forms of play weapon play will be carefully observed and used as an opportunity to develop children's appropriate understandings

Staffing

- We familiarise new staff, volunteers and students with our behaviour policy and guidelines for behaviour
- All staff, volunteers and students are required to provide a positive model of behaviour by treating children, parents and one another with friendliness, respect and courtesy
- Staff, volunteers and students will not humiliate, ridicule, use or threaten physical punishment. Techniques intended to single out a child will not be used e.g. A 'naughty chair'
- Staff will not use an area, i.e. the quiet area, as part of the discipline process (by sending a child for bad behaviour), so children do not see these as negative areas
- We recognise that codes for interacting with other people vary between cultures and require staff to be aware of, and respect, those used by members of the Nursery

Partnership with parents

We work in partnership with children's parents. Their key person regularly informs parents about their children's behaviour. We work with parents to address recurring inconsiderate behaviour, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately.

- Staff/key person will share with parents what strategies they are using to discourage the behaviour so we can work together to ensure consistency
- If a serious incident occurs, an incident form will be completed and parents informed
- Where a child's behaviour continues to give cause for concern, staff/key person will consult with parents/carers about possible ways in to support the child
- Staff/key person will seek support from the Behaviour Coordinator
- We may advise and support parents to seek specialist advice (for example, sometimes hearing or speech problems lead to difficulties in understanding rules)
- Behaviours that result in concern for the child and/or other will be discussed between the key person, the Behaviour Coordinator and the Special Educational Needs Coordinator (SENCO). During the meeting, the key person will use their knowledge and assessments/observations of the child to share any known influencing factors (new baby, additional needs, illness etc.) in order to place the behaviour into context. Appropriate adjustments to practice will be agreed and if successful normal monitoring resumed
- If the behaviour continues to reoccur and remain a concern then the key person and the Behaviour Coordinator should liaise with the parents to discuss possible reasons for the behaviour and agree the next steps. If a cause for the behaviour is not known or only occurs whilst in the Nursery then the Behaviour Coordinator will suggest using a focussed intervention approach to identify a trigger for the behaviour
- If a trigger is identified, then the Behaviour Coordinator, SENCO and key person will meet with the parents to plan support for the child through an Individual Education Plan (IEP). If relevant, recommended actions for dealing with the behaviour at home should be agreed with the parent and incorporated into the plan. Other members of the staff team should be informed of the agreed actions in the IEP and help implement the actions. The plan should be monitored and reviewed regularly by the Behaviour Coordinator and SENCO until improvement is noticed

Working with other agencies

In some cases, in agreement with parents, we may request additional advice and support from other professionals. This may include the Local Authority Early Education Team.

Promoting British Values

The Nursery actively promotes the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance. Our children interpret these as learning right from wrong; learning to take turns and share; and challenging negative views and stereotypes. We do not promote views and theories that are contrary to established scientific or historical evidence and explanations. This is already implicitly embedded in the Early Years Foundation Stage and integral to our Equality, Diversity & Inclusion Policy.

Democracy: making decisions together

Encouraging children to know their views count, value each other's views and values, and talk about their feelings

- Demonstrate democracy in action, for example, children sharing views on what the theme of their role-play area could be with a show of hands
- Support the decisions that children make and provide activities that involve turn taking, sharing and collaboration
- Give children the opportunities to develop enquiring minds in an atmosphere where questions are valued

Rule of law: understanding rules matter

- Enable children to understand their own and others' behaviour, and its consequences, and learn to distinguish right from wrong
- Collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up
- Ensure that all children understand rules apply to everyone

Individual liberty: freedom for all

- Enable children to develop a positive sense of themselves
- Provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children to take risks on an obstacle course, mixing colours, talking about their experiences and learning
- Encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand they are free to have different opinions, for example in a small group discuss what they feel about the transition to nursery/ school

Mutual respect and tolerance: treat others, as you want to be treated

- Management and Leadership should create an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community
- Children should acquire a tolerance, appreciation of, and respect for their own and other cultures. For example, by learning about similarities and differences between themselves and others and among families, faiths, communities, cultures and traditions. Share and discuss practices, celebrations and experiences
- Staff should encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions
- Staff should promote diverse attitudes and challenge stereotypes, by sharing stories that reflect and value the diversity of children's experiences
- Staff should provide resources and activities that challenge gender, cultural and racial stereotyping

What is not acceptable is:

- Actively promoting intolerance of other faiths, cultures and races

- Failure to challenge gender stereotypes and routinely segregate girls and boys
- Isolating children from their wider community
- Failure to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance.

Prevent Policy

Safeguarding children and young people from being drawn into or supporting terrorism. Protecting children from extremism and radicalisation.

Childcare providers have a vital role to play in protecting children and young people from the risks of extremism and radicalisation. This role is underpinned by the Counter Terrorism and Security Act (2015) to have due regard to the need to prevent people from being drawn into terrorism.

The Prevent Strategy, published by the Government in 2011 is part of an overall counter-terrorism strategy, CONTEST. The aim of the Prevent Strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism activity.

At Tots 'R' Us Nursery, all staff are expected to set an example by upholding the fundamental principles of British values and promoting them to the children at the Nursery. These include democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.

The Nursery is fully committed to safeguarding and promoting the welfare of all children and young people who we work with. As a childcare provider, we recognise that safeguarding against radicalisation is no different from safeguarding against any other vulnerability. The threat from terrorism has raised a specific need to safeguard children and young people from being radicalised into holding extreme views, including justifying political, religious, sexist or racist violence, and steering individuals into a rigid and narrow ideology that is either vocal or active opposition to fundamental British values including embracing diversity and mutual respect and tolerance of different faiths and beliefs.

The Nursery values freedom of speech and the expression of beliefs / ideology as fundamental rights underpinning our society's values. Children, young people and all childcare workers have the right to speak freely and voice their opinions; however, freedom comes with responsibility and free speech that is designed to manipulate the vulnerable or that leads to violence and/or harm of others goes against the moral principles in which freedom of speech is valued. Free speech is not an unqualified privilege; it is subject to laws and policies governing equality, human rights, community safety and community cohesion.

Risks may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children and young people vulnerable to future manipulation and exploitation. The Nursery is clear that this exploitation and radicalisation should be viewed as a safeguarding concern.

The Nursery seeks to protect children and young people against the messages of all violent extremism.

Links to other policies

Policy Statement links to the following policies:

- Safeguarding and Child Protection Policy
- Equality, Diversity & Inclusion Policy
- Confidentiality, Data Protection and Sharing Information Policy
- Positive Behaviour and British Values Policy
- E-Safety Policy

Aims and Principles

To ensure all Nursery staff are aware of the Prevent Strategy and are able to protect children and young people who are vulnerable or at risk of being radicalised by working alongside other professional bodies and agencies to ensure that individuals are safe from harm.

The principle objectives are that:

All staff working or volunteering within our Nursery will:

- Have an understanding of what radicalisation and extremism are and why we need to be vigilant
- Know what the Nursery policy is on safeguarding from radicalisation and extremism and will follow the policy when issues arise
- All parents will know that the Nursery has policies in place to keep children and young people safe from harm and that we regularly review our systems to ensure they are appropriate and effective

Definitions

Radicalisation refers to the process by which a person comes to support terrorism and extremism leading to terrorism (**Appendix 1**).

Extremism is defined by Government in the Prevent Strategy as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs (**Appendix 1**).

Terrorism is defined by Government as *'The use of violence in order to accomplish political, religious or social objectives'*. Terrorism is a criminal act that influences an audience beyond the immediate victim. Effectiveness is not the act itself but the impact on Government and the public.

Procedures for referrals

Keeping children and young people safe from these risks is a safeguarding matter and should be approached in the same way as safeguarding children from other risks.

Although serious incidents involving radicalisation have not occurred at our Nursery and although the risk is minimal in County Durham, it is important for us to be vigilant and remain informed about the issues, which affect risks to the provision. All staff are reminded to dispel belief that instances of radicalisation 'could not happen here'.

When any member of staff has concerns that a child or young person may be at risk of radicalisation or involvement in terrorism, they should speak with the Nursery's Designated Safeguarding Lead for safeguarding children. All staff will follow the same process and flowchart as used for any safeguarding concerns. The Designated Safeguarding Lead will be responsible for contacting the **Durham Police Prevent Team*** who will assess whether the child or young person may be at risk of radicalisation, and where relevant, the Police Prevent Team will refer them to the Local Authority **Channel Panel****.

Durham Police Prevent Team - Telephone 0191 3752234 or 101

Email: HQspecialbranch@durham.pnn.police.uk

Roles and Responsibilities of the Designated Safeguarding Lead

The Designated Safeguarding Lead for the Nursery is Debbie Finkel - Telephone 0191 5812399 / 07484032308 who is responsible for:

- Ensuring that staff are aware of who is the first point of contact in relation to protecting children and young people from radicalisation and involvement in terrorism
- Maintaining and applying a good understanding of the relevant guidance in relation to preventing children and young people from becoming involved in terrorism, and protecting them from radicalisation by those who support terrorism or forms of extremism which lead to terrorism
- Raising awareness about the role and responsibilities of the Nursery in relation to protecting children and young people from radicalisation and involvement in terrorism
- Raising awareness within the organisation of safeguarding processes relating to protecting children and young people from radicalisation and involvement in terrorism

- Acting as the first point of contact within the organisation for case discussions relating to children and young people who may be at risk of radicalisation or involved in terrorism
- Collating relevant information in relation to referrals of vulnerable children and young people into the **Channel**** process via the **Police Prevent Team***
- Attending Channel meetings, where necessary, to support assessment and intervention.

***The Police Prevent Team** will carry out an initial assessment to ascertain whether the child or young person may be at risk of radicalisation, and where relevant, will refer them to the Local Authority Channel Panel.

****Channel** is a multi-agency approach to provide support to individuals who are at risk of being drawn into terrorist related activity. Channel aims to:

- Establish an effective multi-agency referral and intervention process to support vulnerable individuals
- Safeguard individuals who might be vulnerable to being radicalised, so that they are not at risk of being drawn into terrorist-related activity
- Provide early intervention to protect and divert people away from the risks they face and reduce vulnerability.

Numerous factors can contribute to and influence the range of behaviours that are defined as violent extremism, but most young people do not become involved in extremist action. For this reason, the appropriate interventions in any particular case may not have any specific connection to the threat of radicalisation, for example, they may address mental health, relationship or drug/alcohol issues.

Risk reduction

The Nursery Management Team, Trustees and Designated Safeguarding Lead will assess the level of risk within the Nursery and put actions in place to reduce any identified risks.

Children and young people are regularly taught about how to stay safe when using the internet and are encouraged to recognise that people are not always who they say they are online. They are taught to seek adult help if they are upset or concerned about anything they read or see on the internet.

Staff Training

The Nursery will ensure that staff have 'due regard to the need to prevent people from being drawn into terrorism'. They are aware of the threats, risks and vulnerabilities that are linked to radicalisation and they understand the signs that someone may be vulnerable to radicalisation. Training is undertaken via a briefing, e learning or a face-to-face workshop to raise awareness of Prevent (WRAP) session.

Policy Review

This policy statement alongside all other policies of the Nursery is to be reviewed annually, unless changes in legislation necessitate an earlier review.

Appendix 1

Indicators of Vulnerability to Radicalisation

1. Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.
2. Extremism is defined by the government as the promotion or advancement of an ideology based on violence, hatred or intolerance that aims to: (1) negate or destroy the fundamental rights and freedoms of others; or (2) undermine, overturn or replace the UK's system of liberal parliamentary democracy and democratic rights or intentionally create a permissive environment for others to achieve the results in (1) or (2).
3. Extremism is defined by the Crown Prosecution Service as the use or threat of one or more of the actions listed below, and where they are designed to influence the government, or an international governmental organisation or to intimidate the public. The use or threat must also be for the purpose of advancing a political, religious, racial or ideological cause.
The specific actions included are:
 - serious violence against a person;
 - serious damage to property;
 - endangering a person's life (other than that of the person committing the action);
 - creating a serious risk to the health or safety of the public or a section of the public; and
 - action designed to seriously interfere with or seriously to disrupt an electronic system.
4. There is no such thing as a 'typical extremist': those who become involved in extremist actions come from a range of backgrounds and experiences, and most individuals, even those who hold radical views, do not become involved in violent extremist activity.
5. Children and young people may become susceptible to radicalisation through a range of social, personal and environmental factors - it is known that violent extremists exploit vulnerabilities in individuals to drive a wedge between them and their families and communities. It is vital that all Nursery staff is able to recognise those vulnerabilities.
6. Indicators of vulnerability include:

Identity Crisis – the child or young person is distanced from their cultural / religious heritage and experiences discomfort about their place in society

Personal Crisis – the child or young person may be experiencing family tensions; a sense of isolation; and low self-esteem; they may have dissociated from their existing friendship group and become involved with a new and different group of friends; they may be searching for answers to questions about identity, faith and belonging

Personal Circumstances – migration; local community tensions; and events affecting the child or young person's country or region of origin may contribute to a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy

Unmet Aspirations – the child or young person may have perceptions of injustice; a feeling of failure or rejection of civic life

Experiences of Criminality – this may include involvement with criminal groups, imprisonment, and poor resettlement / reintegration

Individual Needs – child or young person may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others.

However, this list is not exhaustive, nor does it mean that all children or young people experiencing the above are at risk of radicalisation for the purposes of violent extremism.

7. More critical risk factors could include:
 - Being in contact with extremist recruiters

- Accessing violent extremist websites, especially those with a social networking element
- Possessing or accessing violent extremist literature
- Using extremist narratives and a global ideology to explain personal disadvantage
- Justifying the use of violence to solve societal issues
- Joining or seeking to join extremist organisations
- Significant changes to appearance and / or behaviour
- Experiencing a high level of social isolation resulting in issues of identity crisis and / or personal crisis.

Reserves Policy

Policy Statement

It is important for the CIO to have an appropriate level of reserves in place for potential future expenditure and the need to balance this with our duty to spend our income on charitable activity to further the aims and objectives of the CIO.

We recognise that planning and financial management are important for the future security of the CIO. A reserve policy will assist Trustees when planning and explaining their approach to its staff and service users.

Guidance

As the regulator of charities in England and Wales, the Charity Commission expects Trustees to decide, publish, implement and monitor their charity's reserves policy so that they can comply with their legal duties to:

- Act in the interests of their charity and its beneficiaries
- Protect and safeguard the assets of their charity
- Act with reasonable care and skill
- Ensure their charity is accountable

The Charity Commission also requires Trustees to comply with the Statement of Recommended Practice (SORP) and to include a 'Reserves Policy' statement in their Trustees Annual Report (TAR).

Procedures

We have a clear Reserves Policy in place:

- The Trustees carry out a regular assessment of the CIO's needs to determine the amount of reserves required
- The level of reserves takes into account the following:
 - Three months' running costs of the CIO
 - Potential major repairs to the building (roof, flooring, heating & plumbing system, boiler etc.)
 - Potential loss of income due to any fluctuation in numbers of service users, hire of the CIO
 - Potential statutory redundancy/period of notice payments for staff
 - Potential payments to debtors should the CIO close
- The reserve amount is available on request from the Trustees
- The amount is regularly monitored by the Trustees and the Centre Manager to reflect any necessary changes to the required level of reserves

We hold regular Trustee committee meetings to make decisions about the current and future management of the CIO. At each meeting of the Trustees, the Centre Manager shall normally present an up to date written statement of accounts. All decisions made by the Trustees are made in view of the current financial situation of the CIO and required reserves.

Risk Management Policy

Introduction

The CIO will endeavour to minimise the risk any particular operation poses to our organisation, its staff, volunteers, service users and the public.

Purpose

The purpose of this document is to identify applicable risks and to enable risk management procedures to be satisfactorily organised and maintained.

Definitions (Health & Safety Executive (HSE))

‘A risk is the chance, high or low, of somebody being harmed by the hazard, and how serious the harm could be.’

Risks may also apply to situations with property or equipment loss. It includes, but is not limited to,

- Physical hazards
- Financial hazards
- Reputational hazards
- Legal hazards

‘A hazard is anything that may cause harm, e.g. chemicals, electricity, working from ladders, noise etc.’

Policy

The CIO has a duty to provide a safe workplace for its staff and volunteers, a safe environment for its service users, and a reliable development path for the organisation. The CIO will put procedures in place that will as far as possible ensure that risks are minimised and their consequences averted.

Who and what we must protect

- **People** (Trustee members, volunteers, employees, service users and the public)
- **Property** (Buildings, facilities, equipment and materials)
- **Income** (Sales, grants, funding and contributions)
- **Goodwill** (reputation, stature in the community, and the ability to raise funds and appeal to prospective volunteers)

Responsibilities

It is the responsibility of the Trustees, with the assistance of the Centre Manager, to carry out risk management assessments of the organisation, and to respond appropriately. This will ensure that:

- Effective risk management procedures are in place, applicable to all relevant areas
- Risk management procedures are reviewed regularly
- Recommendations arising out of the risk management process are evaluated and, if necessary, implemented
- Employees and volunteers are aware of all applicable risks and familiar with the organisation’s risk management procedures
- Risk assessments are carried out for all relevant sectors of the organisation
- Risk assessments are reviewed regularly by relevant staff with the assistance of the Trustees to ensure that no risks have been overlooked or have ceased to be relevant
- Each risk assessment is reviewed at least once a year to ensure that procedures are in place to avert the risk or, if that is not possible, to alleviate its impact
- Copies of up-to-date risk assessments are kept in a Risk Assessment File for both the Centre and the Nursery

It is the responsibility of all employees and volunteers to ensure that:

- They are familiar with the organisation's risk management procedures applicable to their section
- They observe those risk management procedures
- They inform their line manager if they become aware of any risk not covered by existing procedures

Procedures

Managing Risk

The Centre Manager, together with the Trustees shall participate in all risk assessment exercises to ensure consistency of approach, which should involve:

- Identifying the risks attached to every element of their operation and the likelihood of that risk eventuating
- Identifying practices to avert those risks
- Identifying practices to alleviate the effects of those risks
- Recording those risks, precautions, controls and actions in the form of deliverable assessments
- Each section of the organisation has available to it all relevant risk assessments
- Risk assessments are reviewed by the organisation at least once a year to ensure that no risks have been overlooked
- Each risk assessment is reviewed for every section to which it is applicable at least once a year to ensure that procedures are in place to avert the risk or, if that is not possible, to alleviate its impact
- A current copy of each risk assessment is in the organisation's Risk Assessment File
- The Trustees and Centre Manager meeting every six weeks to discuss all matters relating to the organisation
- Financial reports presented at every Trustee meeting
- The use of Casual and Regular User Hire Agreements
- Up to date Contracts/Service Level Agreements

Safeguarding and Child Protection Policy

Children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them. They have the right to be protected from abuse and harm at all times and in all situations. This policy shows that we protect these rights and that safeguarding and child protection is the responsibility of every adult who is involved with children.

Legal framework

The Children Acts 1989 and 2004 respectively state a child is anyone who has not yet reached their 18th birthday. The Children Act 1989 states that each child has the right to protection from all forms of abuse, neglect or exploitation. It also states that children should have the right to express their views on any issues or decisions affecting them.

Children Act 1989 and 2004

Childcare Act 2006

The Statutory Framework for the Early Years Foundation Stage (EYFS) 2024

Working together to safeguard children – Department for Education 2023

What to do if you're worried a child is being abused – Department for Education 2015

Counter-Terrorism and Security Act 2015

Definition of Safeguarding and Child Protection

(Definition taken from the HM Government document 'Working together to safeguard children 2023)

Safeguarding and promoting the welfare of children

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework.

Child protection is part of safeguarding and promoting welfare and refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Links to other policies

- Equality, Diversity & Inclusion Policy
- Positive Behaviour and Promoting British Values
- E-Safety Policy
- Employment & Recruitment Policy
- Staff Behaviour Policy
- Staff Sickness and Absence Policy
- Special Educational Needs & Disabilities Policy (SEND)
- Looked After Children Policy
- Confidentiality, Data Protection and Sharing Information Policy
- Prevent Policy
- Safeguarding and Child Protection Procedure and Contact Details
- Missing Child Policy
- Personal Care Policy
- Visitors Policy
- Late and Uncollected Child Policy
- Health and Safety Policy
- Accident/Incident Reporting & Emergency procedure

- Sick Child Policy
- Medication Policy
- Alcohol and Substance Misuse Policy

We all have a responsibility to be aware of child protection issues; however, it is important to have one or more persons who have agreed to monitor child protection.

The Designated Safeguarding Lead (DSL) for the Nursery is Debbie Finkel, who together with **Michelle Todd, the Nursery Manager and Craig Bell, the Registered Nominated Person for the Nursery (Trustee)**, are responsible for and work collaboratively to ensure:

- The Nursery's Safeguarding and Child Protection policy, procedures and implementation are updated and reviewed annually and work with Trustees regarding this
- The Safeguarding and Child Protection policy is available publicly and parents are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the Nursery in this
- The Safeguarding and Child Protection policy is known, understood and used appropriately by Trustees, staff, students and volunteers and that they each have a copy
- Trustees, staff, students and volunteers know who the Safeguarding and Specialist Services contacts are - (Eastlea Community Centre and Tots 'R' Us Nursery Safeguarding, Prevent and Child Protection Procedure and Contact Details poster)
- Relevant contact numbers are at hand and staff and volunteers are aware of procedures to follow (Flowchart)
- An up to date designated Safeguarding and Child Protection notice board
- Ensure the safe recruitment of staff
- Ensure regular supervision for all staff

The Designated Safeguarding Lead should undergo formal training every two years. In addition to this training, their knowledge and skills should be refreshed (for example via e-bulletins, e learning, Durham Safeguarding Children's Partnership training, or by taking time to read and digest safeguarding developments) at least annually to:

- Be alert to the specific needs of children in need and those with special educational needs
- Ensure each member of staff has access to and understands the Nursery's Safeguarding and Child Protection policy and procedures, especially new and part time staff
- Link with the Durham Safeguarding Children's Partnership to make sure staff and volunteers are aware of training opportunities and the latest local policies on safeguarding
- Be able to keep detailed, accurate, secure written records of concerns and referrals
- Obtain access to resources and attend any relevant or refresher training courses
- Encourage a culture of listening to children and taking account of their wishes and feelings, among all staff and volunteers, in any measures the Nursery may put in place to protect them
- Understand and support the Nursery with regards to the requirements of the Prevent duty and are able to provide advice and support to staff on protecting children from the risk of radicalisation
- Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies
- Understand the assessment process for providing early help, intervention and prevention, for example through locally agreed common and shared assessment processes such as early help assessments (Single Assessment Framework (SAF) and Families First Team and (Team around the Family (TAF)
- Have a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference and be able to attend and contribute to these effectively when required to do so
- Refer all cases of suspected abuse or neglect to the Local Authority Children's Services – (First Contact 03000 26 79 79), Police (cases where a crime may have been committed) and to the Prevent/Channel programme where there is a radicalisation concern
- Manage on-going enquiries under Section 47 of the Children Act 1989 and police investigations
- Where children leave the Nursery ensure the file for safeguarding and any child protection information is shared appropriately with any new provision as soon as possible

- The Nursery should obtain proof that the new provision has received the safeguarding file for any child transferring and then destroy any information held on the child in line with data protection guidelines

During term time the DSL will always be contactable or available (during Nursery hours) for staff, volunteers or students in the Nursery to discuss any safeguarding concerns. Alternatively, a member of staff, volunteer or student can make a referral directly to First Contact 03000 26 79 79 or the Police if they believe a child is at risk of harm or in immediate danger.

The Trustees of Eastlea Community Centre must ensure that they comply with their safeguarding duties under legislation and the responsibilities placed on them by Ofsted – Inspecting safeguarding in early years, education and skills settings – published July 2023 – updated 19th January 2024.

They must ensure that the policies, procedures and training in the Nursery are effective and comply with the law at all times. The Registered Nominated Person representing the Trustees is Craig Bell.

Our Trustees are required to have DBS checks done every three years and complete the Charities Commission 'Trustee eligibility declaration', which states: If your organisation works with vulnerable people (including children) and you declare that you have:

- Read and understood the Charity Commission's safeguarding guidance
- Carried out all trustee eligibility checks the law requires and on the basis of those checks are satisfied that the people acting as trustees are both eligible and suitable to act as Trustees of this charity

Why Do We Need To Monitor For Child Protection Issues?

We have a duty to ensure that all Trustees, staff and volunteers are equipped with the necessary information and knowledge to give the appropriate support, guidance and help needed at the time. We are committed to ensuring that all those associated with the Nursery have positive enjoyable experiences, in a welcoming, safe and stimulating environment, where children are able to enjoy learning and grow in confidence. Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have the self-confidence and the vocabulary to resist inappropriate approaches. We extend this policy across all of the activities we deliver within the Centre and Tots 'R' Us Nursery. Consequently, we are committed to ensuring that we will take all necessary steps to ensure that all children and young people who take part in our activities are kept free from harm by:

- All staff and parents are made aware of our safeguarding policies and procedures
- Children feel valued and respected and their self-esteem is promoted
- Activities take place in a safe and secure environment
- Children are encouraged to respect and care for others
- There is respect for diversity and sensitivity to race, culture, religion, gender, sexuality and disability
- Staff recognises the importance of ascertaining the wishes and feelings of children and understands how individual children communicate by verbal or non-verbal means
- Bullying is effectively countered
- A child's right to personal privacy is respected
- Action is taken to stop any inappropriate verbal or physical behaviour
- Opportunities exist for children and parents/primary carers to talk to us about any concerns they may have
- Children and parents/primary carers feel comfortable and confident enough to discuss attitudes and behaviours they do not like
- Staff and volunteers are trained in aspects of safeguarding children, alert to children's vulnerabilities and risks of harm and knowledgeable about how to implement safeguarding children procedures
- There are clear procedures for referring safeguarding concerns about a child to the relevant local authority and safeguarding specialists

- Complaints procedures are clear, effective, and user-friendly and are readily accessible
- Recruitment and selection procedures are rigorous and create a high threshold of entry to deter abusers
- There is effective supervision and support that extends to temporary staff and volunteers
- Visitors and contract staff are effectively checked and supervised when on site or in contact with children
- Clear procedures and support systems are in place for dealing with expressions of concern by staff and carers about other staff or carers
- Whistleblowing instructing staff, volunteers, trustees and students of their duty and professional obligation to the Nursery to raise legitimate concerns about the conduct of colleagues or managers. A guarantee that procedures can be invoked in ways that do not prejudice the 'whistle-blower's' own position and prospects
- Ensure that whenever children are on the premises at least two adults are present
- Ensure that no child is left alone with staff in a one-to-one situation without being visible and/or audible to others
- An up to date register is kept of every child involved with the Nursery, consent form including relevant medical details, photograph consent, contact name and number in case of emergencies
- That some issues are confidential
- Any suspicions or allegations of abuse are referred and not investigated
- Concerns and support are sought from those identified in the Nursery's Safeguarding and Child Protection policy.

What is Child abuse?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

There are four types of child abuse, namely:

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 also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse:

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse:

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching

outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

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. Neglect may occur during pregnancy because of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate caregivers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

The maltreatment of children – physically, emotionally, sexually or through neglect – can have major long-term effects on all aspects of a child's health, development and wellbeing. Maltreatment is likely to have a deep impact on the child's self-image and self-esteem, and on his or her future life. Difficulties may extend into adulthood: the experience of long-term abuse may lead to difficulties in forming or sustaining close relationships, establishing oneself in work, and to extra difficulties in developing the attitudes and skills necessary to be an effective parent. The immediate and longer-term impact can include anxiety, depression, substance misuse, eating disorders and self-destructive behaviours, offending and anti-social behaviour.

Possible signs of Child abuse

All staff will be alert to the following possible signs of child abuse. However, it is understood that not all children and young people manifesting these symptoms will necessarily be suffering abuse. Caution, sensitivity and common sense will shape precisely how adults respond to these symptoms.

If a child:

- Becomes withdrawn or isolated
- Becomes aggressive or starts seeking attention
- Becomes afraid of certain people
- Develops chronic medical problems such as stomach pains or headaches
- Acts in sexually inappropriate ways toward adults or peers
- Becomes anorexic or bulimic
- Fails to thrive
- Is often hungry
- Has regular accidents
- Has poor personal hygiene
- Is regularly tired
- Is reluctant to go home
- Wears inappropriate clothing
- Develops poor social relationships
- Exhibits inappropriate emotional responses
- Exhibits dramatic changes in mood or behaviour
- Engages in drug or alcohol abuse
- Runs away
- Feels depressed
- Has bumps, bruises or wounds
- Has unconvincing explanations for bumps, bruises or wounds
- Tells of a friend with a problem of abuse

In addition to definitions provided above, the following terms are some important to note in the wider context of safeguarding and child protection and need to be recognised by the Nursery (this is not a definitive list) – specific safeguarding issues and vulnerabilities:

Domestic Abuse

It is important to recognise that many children will be living (or may have lived) in families where domestic abuse is a factor, and that these situations have a harmful impact on children emotionally, as well as placing them at risk of physical harm.

The definition of Domestic Abuse is '*Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those **aged 16 or over** who are or have been intimate partners or family members regardless of gender or sexuality*'.

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. However, it is not just physical violence – domestic abuse includes emotional, physical, sexual, financial or psychological abuse. It can happen in any relationship, and even after the relationship has ended. Both men and women can be abused or abusers. Domestic abuse can seriously harm children and young people. Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships. It is often difficult to tell if domestic abuse is happening, because it usually takes place in the family home and abusers can act very differently when other people are around. Children who witness domestic abuse may:

- Become aggressive
- Display anti-social behaviour
- Suffer from depression or anxiety
- Not do as well at nursery/school - due to difficulties at home or disruption of moving to and from refuges

Where there is a concern about a child in relation to domestic violence, the Nursery will follow child protection procedures, and a referral made to First Contact.

Child Sexual Exploitation (CSE)

Child sexual exploitation involves exploitative situations, contexts and relationships where children and young people receive something (for example food, accommodation, drugs, alcohol, gifts, money or in some cases simply affection) because of engaging in sexual activities. CSE can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim, which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers to have sex, sexual bullying including cyber bullying and grooming. However, it is also important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse. Risk indicators include:

- Disclosure of older boyfriends
- Gang affiliation
- Receiving gifts/drugs/money
- Missing and truanting
- Coercive relationships
- Trafficking
- Chatting to strangers on line
- Found in risky locations

If a member of staff/volunteer or student feels any children, older siblings or young parents are at risk of CSE then child protection procedures should be followed and a referral made to First Contact.

Female Genital Mutilation (FGM)

Female genital mutilation includes procedures that intentionally alter or injure the female genital organs for non-medical reasons. It is carried out on children between the ages of 0–15, depending on

the community in which they live. The age at which girls undergo FGM varies enormously according to the community. The procedure may be carried out when the girl is new-born, during childhood, adolescence, at marriage or during the first pregnancy. However, in the majority of cases, FGM takes place between the ages of 5-14 and therefore girls within that age bracket are at a higher risk. FGM is extremely harmful and has short and long-term effects on physical and psychological health.

FGM is internationally recognised as a violation of the human rights of girls and women, and is illegal in most countries, including the UK.

The Nursery takes these concerns seriously and staff will be made aware of the possible signs and indicators that may alert them to the possibility of FGM. <https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/signs-symptoms-and-effects/>

There is statutory duty for professionals in England and Wales to report 'known' cases of FGM in under-18s, which they identify in the course of their professional work to the police.

Where there is a concern about a child in relation to FGM the Nursery will follow child protection procedures and a referral made to First Contact.

Children of Substance Misusing Parents/Carers

Misuse of drugs and/or alcohol is strongly associated with Significant Harm to children, especially when combined with other features such as domestic violence.

Where there is a concern about a child in relation to drug/alcohol abuse, the Nursery will follow appropriate safeguarding and child protection. This is particularly important if the following factors are present:

- Use of the family resources to finance the parent's dependency, characterised by inadequate food, heat and clothing for the child
- Child exposed to unsuitable caregivers or visitors, e.g. customers or dealers
- The effects of alcohol leading to an inappropriate display of sexual and/or aggressive behaviour
- Chaotic drug and alcohol use leading to emotional unavailability, irrational behaviour and reduced parental vigilance
- Disturbed moods as a result of withdrawal symptoms or dependency
- Unsafe storage of drugs and/or alcohol or injecting equipment
- Drugs and/or alcohol having an adverse impact on the growth and development of the unborn child / child

Children who abuse other children

It is important to be conscious that any child who is engaging in abusive behaviour towards others may have been subject to abuse from other children or from adults. Abusive behaviour can be displayed in a variety of ways and can consist of sexual abuse/activity; physical harm; emotional abuse, verbal abuse. Children who abuse others should be held responsible for their abusive behaviour, whilst being identified and responded to in a way, which meets their needs as well as protecting others. In such incidences, the Nursery will follow guidance issued in relation to children who abuse others and local procedures.

Any indication that a child has suffered from peer abuse will be dealt with under the child protection procedures outlined in this policy.

Protecting Children from Extremism and Radicalisation

Safeguarding children and young people from being drawn into or supporting terrorism. The Nursery has a vital role to play in protecting children and young people from the risks of extremism and radicalisation. This role is underpinned by the Counter Terrorism and Security Act (2015) to have due regard to the need to prevent people from being drawn into terrorism. The Prevent Strategy, published by the Government in 2011 is part of an overall counter-terrorism strategy, CONTEST.

The aim of the Prevent Strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism activity.

At Tots 'R' Us Nursery, all staff are expected to set an example by upholding the fundamental principles of British values, and promoting them to the children at the Nursery. These include democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs. (Please refer to our Prevent Policy for further details)

Children with Special Educational Needs and/or Disabilities (SEND)

Staff need to be sensitive to signs of abuse, particularly in children with limited or non-verbal communication. Statistically, children with special educational needs and/or disabilities (SEND) are most vulnerable to abuse. Staff who supports children with SEND will use their knowledge of the individual child to ensure that signs and indicators of abuse are recognised and acted upon quickly and sensitively. Children who have difficulty with expressive language may be particularly vulnerable to abuse so practitioners will be alert to changes in behaviour and other possible signs of abuse. Staff should be especially vigilant regarding signs relating to disabled children and not automatically assume that any of the above relates to their impairment. Staff supervision will be vigilant to create a protective ethos around the child. Please see our Special Educational Needs & Disabilities Policy (SEND)

Child abuse is not a new problem and, although it still occurs, there is evidence to suggest that its occurrence can be significantly reduced by learning more about the problem. The Nursery supports this by:

- Giving children and young people self-protection strategies
- Knowing how to listen carefully
- Knowing what action to take when allegations of child abuse are made
- Understand the assessment process for providing early help and intervention, for example, through locally agreed common and shared assessment processes such as early help assessments: Single Assessment Framework (SAF) and Families First Teams

Recording suspicions of abuse and disclosures

We believe that every child regardless of age, race, religion, home language, family background, gender, disability and/or learning difficulty, has at all times and in all situations, a right to feel safe and protected from any situation or practice that results in a child being physically or psychologically damaged.

If we have suspicions about a child's physical, sexual or emotional well-being, we will take all necessary action. All trustees, staff and volunteers are encouraged to share concerns with the Designated Safeguarding Lead who has agreed to monitor child protection issues. If the situation is clearly an urgent case, the child is too frightened to go home or we have very serious doubts about the child's safety, we will contact the Safeguarding and Specialist Services (First Contact) or Police immediately. All staff/volunteers have a copy of and understand the written procedures for managing allegations of harm to a child. They know how to make a complaint and understand policies on Whistleblowing and how to manage other concerns about the practice of adults in respect of the safety and protection of children.

All concerns are to be shared with the DSL, who will make the decision if a referral is to be made to the Safeguarding and Specialist Services (First Contact). In all instances, the information will be recorded. Where there is any doubt whether a referral should be made, the First Contact service is available to offer support. It is extremely important that all volunteers and staff communicate concerns accurately.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality as this promise cannot be kept. It is vital that the child is allowed to talk openly and that the disclosure is not forced or words put into the child's mouth. Do not examine the child or ask leading questions. Remain calm and do not allow your own feelings (such as anger, pity or shock) to surface.

Staff should make a written record that forms an objective record of the observation or disclosure on the 'Record of Concern' paperwork (supported by the DSL) that will include:

- Child's name, address, age and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of injuries or marks seen marked on a body map
- Exact observation of an incident including any other witnesses
- Name of the person to whom the concern was reported, with date and time
- Any discussion held with parent (where deemed appropriate)
- Any action taken including steps taken to support the child
- Details of any resulting changes to be made in the Nursery's policies / procedures / practices
- These records should be dated and signed by the person reporting this and the DSL and kept in the child's individual file, which is kept securely and confidentially

Following discussions with all concerned, it may be necessary to refer to the local authority, First Contact and/or that, a Single Assessment Framework (SAF) referral needs to be initiated. If a referral is needed, the Manager/Designated Safeguarding Lead complete the relevant local authority referral form and phones First Contact. This must be followed up in writing within 24 hours. We will keep a copy of this document and will follow the detailed guidelines given. If a SAF is deemed the appropriate means of support, the form will be completed with informed consent from the parent/carer.

When a referral is made, it is vital that when sharing any information it is done so with the utmost care, moreover, is shared for the purpose necessary and with those who need to have it. Using the DSCP's chronology form, a brief account of events is documented, which provides cumulative evidence of emerging needs and risks, which is kept on the child's individual file. It assists in charting a child or young person's journey from early intervention through to statutory intervention. A key purpose of the chronology is to provide an early indication of an emerging pattern of progress or concern.

Allegations against Centre and Nursery Personnel

In the event of any person observing inappropriate behaviour towards a child by any other members of staff, or any person working with children, for example, inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images then that person should follow the '**Whistle Blowing**' procedure.

We follow the guidance of the Durham Safeguarding Children Partnership when responding to any complaint that a member of staff, volunteer or any person living, working or looking after children within the Centre or Nursery has abused a child. The Nursery Manager on all such occasions will notify Ofsted of any allegations, whether the allegation relates to the Nursery or elsewhere within 14 days. If the allegation made to a member of staff concerns the Designated Safeguarding Lead, the member of staff will inform the manager, who will notify Ofsted.

We will respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the Nursery, may have taken, or is taking place, by first recording the details of any such alleged incident. We will refer any such complaint immediately to the local authority's First Contact to investigate. We will also report any such alleged incident to the Durham Safeguarding Children's Partnership Local Authority Designated Officer (LADO). We will co-operate entirely with any investigation carried out by children's social care in conjunction with the police and LADO.

Where the Trustees, First Contact and the Local Authority Designated Officer (LADO) agree it is appropriate in the circumstances, the Trustees will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.

Whistle Blowing

It is our intention that any member of staff, volunteer or any person living, working or looking after children within the Centre or Nursery feel confident about coming forward and reporting any

issues/concerns that they may have regarding the areas below, whilst remaining protected from any subsequent discrimination.

Aim

- Ensure all personnel understand their responsibilities and feel confident in raising and reporting a serious concern at the earliest opportunity
- Provide avenues for all personnel to raise concerns and receive feedback on any action taken
- Ensure that all personnel receive a response to their concerns and that they are aware of how to pursue them if they are not satisfied
- Reassure personnel that they will be protected from possible reprisals or victimisation if they have made any disclosures in good faith

Any concerns can be reported without this leading to any harassment or victimisation, and every effort will be made to keep both the concern and the member of staff's identity confidential

The following signs and symptoms may mean that staff, volunteers or students are involved in abuse:

- Paying an excessive amount of attention to a child or groups of children
- Providing presents, money or having favourites
- Seeking out vulnerable children, e.g.: disabled children
- Trying to spend time alone with a particular child or group of children on a regular basis
- Making inappropriate sexual comments
- Sharing inappropriate images
- Being vague about where they have worked or when they have been employed
- Encouraging secretiveness

Methods of reporting

- A concern can initially be raised by any member of staff, volunteer or student to the Designated Safeguarding Lead (DSL). In the event that the concern is about the DSL the Manager should be contacted
- Discuss the nature of the concern together with the background, history of the concerns and provide relevant dates of incidents
- There is no expectation that staff prove beyond doubt the truth of their suspicion, however they will need to demonstrate that they are acting in good faith and there are reasonable grounds for their concern
- All employees will be treated fairly

Concerns will be dealt with in the following way:

- Initial enquiries will be made to decide whether an investigation is appropriate and if so what form it should take
- The incident will be investigated by the Manager/Trustees/or Ofsted
- If appropriate it will be referred and put through established Safeguarding procedures and may form the subject of an independent inquiry
- Within ten working days of the concern being raised, the member of staff will receive in writing :
 - Acknowledgement that the concern has been received with an indication as to how the setting will proceed to deal with the matter
 - Supply the member of staff with information on staff support mechanisms
 - Inform the member of staff concerned as to whether any further investigation will take place and if not, why not

It may be necessary for the setting to interview staff to ensure that their disclosure is fully understood. Any meeting can be arranged away from the workplace, if so wished, and a representative or a friend may accompany the involved member of staff for support.

If there are any difficulties experienced because of raising a concern, support will be offered.

Staff will be kept informed of the progress and outcome of any investigation to assure that any disclosure has been properly addressed unless legal reasons determine otherwise.

Confidentiality will be maintained and every effort will be made not to reveal a member of staff's identity if they so wish. If however a member of staff makes an allegation frivolously, maliciously or for personal gain, appropriate action that could include disciplinary action may be taken.

The Public Interest Disclosure Act 1998 seeks to protect employees from discrimination because of 'blowing the whistle' on their organisation, or individuals within it, through amendments to employment law.

If you are not satisfied with the outcome of the investigation, you may elevate your concerns directly to Ofsted Tel: 0300 123 1231, e-mail [whistleblowing @ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk).

We keep a copy of the 'What to do if you are worried a child is being abused' and 'Working together to safeguard children', alongside procedures set down by the Durham Safeguarding Children Partnership along with this Policy document for reference and for guidance on the referral process.

Informing parents

We will ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the Nursery, or anyone visiting, accessing other services or working on the premises occupied by the Nursery, which may include an allegation of abuse.

Parents are normally the first point of contact. We will discuss any concerns with parents to gain their view of events unless we feel this may put the child in greater danger. We will inform parents where we make a record of concerns in their child's file and that we also make a note of any discussion we have with them regarding a concern.

If a suspicion of abuse warrants referral to First Contact, parents are informed at the same time that the referral will be made, except where the guidance of the Durham Safeguarding Children Partnership does not allow this, for example, where it is believed that the child may be placed in greater danger or where the concern is around sexual abuse. This will usually be the case where the parent is the likely abuser. In these cases, the social workers will inform parents.

Confidentiality and sharing information

We always check whether parents/carers regard the information, they share with us to be regarded as confidential or not. Some parents/carers sometimes share information about themselves with other parents/carers as well as staff and volunteers. The Nursery is not responsible if information shared beyond those parents/carers whom the person has 'confided' in. Information shared between parents/carers in a discussion or training group is usually bound by a shared agreement, that the information is confidential to the group and not to be discussed outside of it.

We inform parents/carers when we need to record confidential information beyond the general personal information we keep. For example, with regard to any injuries, concerns, or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection, and any contact and correspondence with external agencies in relation to their child. We keep all records securely.

All staff and volunteers are made aware of the importance of not disclosing any information they may know regarding the children, families and staff to anyone outside the Nursery environment. Staff should only discuss concerns with the Manager, Designated Safeguarding Lead or the Registered Nominated Person. That person will then decide who else needs to have the information and they will disseminate it on a 'need-to-know' basis.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the Durham Safeguarding Children's Partnership (DSCP) with the provision that the care and safety of the child is paramount. Child protection information, record of concern forms and other written information will be stored securely

and only made available to relevant individuals in line with our Confidentiality, Data Protection and Sharing Information Policy.

All staff, volunteers and personnel working within the centre sign a 'Confidentiality Agreement'.

Safer Recruitment

The Nursery Manager, Deputy Manager and Two Trustees (Sharon Bell & Emily Fox) have undertaken Safer Recruitment Training. All safeguarding training will be updated every two years. In addition to this training, their knowledge and skills should be refreshed annually. The Nursery has an effective system in place to ensure that all practitioners and other people aged 16 or over likely to have regular contact with children are suitable to do so.

We will address safe recruitment and selection of paid employees and volunteers by doing the following and in line with our Staff, Volunteer and Employment Policy:

- Accept that it is our responsibility to check that all adults with regular access to children have been appropriately vetted through the Disclosure and Barring Service (DBS) and will not commence work until a satisfactory DBS is received
- Hold a register of DBS certificates
- Ensure that every new volunteer or prospective new member of staff will complete an application form
- Make a request for previous addresses on application forms covering a period of five years minimum
- Obtain evidence of relevant qualifications
- Ask for the names of two referees who will be prepared to provide a written reference, which will be followed up by telephone calls
- Manager and two Trustees (Sharon Bell & Emily Fox) interview prospective staff
- Previous experience of staff in working with children and a full employment history requested on application form, with any gaps investigated
- Carry out an induction for all staff and volunteers and have a probationary period of at least three months
- The new member of staff/volunteer will have access to all policies and procedures and management will complete individual staff/volunteer files, which will include all supervisions, training and yearly appraisals
- All personnel will be given a copy of the Safeguarding and Child Protection Policy
- Expect all people connected with the Nursery who work directly with children to declare to them, all convictions, cautions, court orders, reprimands and warning which may affect their suitability to work with children
- All students/apprenticeships/volunteers will receive the Nursery's induction process, will abide by the Nursery's policies and procedures, and will never be left unsupervised at any time
- Provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the Nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974
- We give members of staff, volunteers and students' regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health and any medication they are taking
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- The deployment of staff within the Nursery allows for supervision and support

- All staff and volunteers will be DBS certificated, to be renewed every 3 years or via the update service

Mobile Phone, Tablet and Recording Device

In order to protect children and to protect staff from allegations, whilst maintaining high standards of care, only designated Nursery tablets are used for taking photographs in the Nursery. Staff, volunteers and students place their mobile phone in the security tin before the start of the morning and afternoon session. Manager/deputy checks the tin and sign off to ensure all mobile phones have been handed over. Parents need prior permission from the Manager to use cameras, videos or mobile phones for photographs, images or recording of special events in the setting. Further information on the use of tablets and mobile phones is included in our E-Safety Policy that also covers on-line communications and social networking.

Eastlea Community Centre and Tots 'R' Us Nursery Safeguarding, Prevent and Child Protection Procedure and Contact Details

If any staff/volunteer/parent/carer/child has concerns about the safety and welfare of a child, in the first instance please contact:

Debbie Finkel
Designated Safeguarding Lead
Telephone: 0191 5812399
Nursery Mobile: 07484032308

If any staff/volunteer/parent/carer/child has concerns about the safety and welfare of a child, which involves any member of Eastlea Community Centre or Tots 'R' Us Nursery personnel 'Whistle Blowing', and where it is not appropriate to contact the Designated Safeguarding Lead, then the Nursery Manager should be contacted:

Craig Bell
Ofsted Registered Nominated Person
Telephone: 0191 5812399

In the event that it is not appropriate or safe to contact any of the above or that they are unable to be contacted, then First Contact should be contacted directly on the number below. In matters relating to the Prevent Duty, please contact the Durham Police Prevent Team on the number below.

In all instances where there are concerns, regarding a person who is working, living or caring for children within the Nursery or the Centre then Ofsted should be contacted as soon as practicable, but always within 14 days.

First Contact

Telephone: 03000 26 79 79

Durham Police Prevent Team

0191 3752234 or 101

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

Text phone: 0161 618 8524

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

If you are in any doubt and need any support regarding your concerns please ring either First Contact above or the contacts below:

Kirsty Wilkinson
Safeguarding Lead
Early Years Development Advisor
County Hall
Durham. DH1 5UJ
Telephone: 03000 268 925
Mobile: 07880044639

Local Authority Designated Officer (LADO)
Children and Adults Care
Durham County Council
County Hall
Durham DH1 5UJ
Telephone Number: 03000268835

If you feel the matter is urgent and a child is in immediate danger please ring the Police 999

Safeguarding Vulnerable Adults Policy

Legislation

This policy and procedures reflect the 2014 Care Act which has put safeguarding adults on a statutory footing.

Introduction to County Durham Inter-Agency Policy and Statement of Commitment Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect and ensuring that people and organisations work together. The Care Act sets out the safeguarding adult duties for Durham County Council and partner organisations. These duties are overseen by the Safeguarding Adults Inter-Agency Partnership known as the Safeguarding Adults Board (SAB) whose duties are implemented via a policy and procedural framework. The framework is designed to protect adults with care and support needs from abuse or neglect. The Care Act has extended safeguarding duties to include new categories of abuse: Modern slavery, Self-neglect and Domestic abuse. These people may or may not have eligible social care needs.

Aims

The CIO will take guidance from the County Durham's Safeguarding Adult's Policies and Procedures in implementing this policy, which must be followed by all user groups, staff, volunteers and board of Trustees and promoted by those in the position of leadership within each user group.

Some groups using the CIO will have their own Vulnerable Adults Policy, however we recognise that other groups will not have a policy and we therefore expect those groups to read and accept this policy.

- The purpose of this policy is to outline the duty and responsibility of the board of Trustees, staff, volunteers and all user groups at the CIO in relation to safeguarding vulnerable adults
- To provide staff with an overview of vulnerable adult protection
- To provide a clear procedure that will be implemented where vulnerable adult protection issues arise

Context

- For the purpose of this policy 'adult' means a person aged 18 years or over
- Adult protection is the term given to the provision of support and advice to any adult at risk, to enable them to live their lives free from abuse and neglect and to obtain the appropriate care and protection to live in safety without fear
- This policy is to be read in conjunction with our Safeguarding and Child Protection Policy

What are abuse and neglect?

- Abuse is behaviour towards a person that deliberately or unintentionally causes harm. It is a disregard of a person's human rights and in the worst cases can endanger life.
- Abuse can be physical, sexual, financial, psychological, organisational, neglect, discriminatory, domestic abuse, modern slavery (human trafficking, forced labour). People are also at risk from self-neglect to their hygiene, health and surroundings

The Care Act defines abuse as:

- **Physical abuse** includes assault, hitting, slapping, misuse of medication, restraint or inappropriate physical sanctions
- **Domestic violence** includes psychological, physical, sexual, financial, emotional, "honour violence"
- **Sexual abuse** includes indecent exposure, sexual harassment, inappropriate touching, exposure to pornography or witnessing sexual acts, indecent exposure, and sexual assault or sexual acts to which the adults has not consented or was pressured into consenting

- **Psychological abuse** includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, or unreasonable and unjustifiable withdrawal services or supportive networks
- **Financial or material abuse** includes fraud, theft, internet scamming, coercion in relation to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- **Modern slavery** includes human trafficking, forced labour, domestic servitude, Gang-masters
- **Discriminatory abuse** includes forms of harassment, slurs or similar treatment because of race, gender and gender identify, age, disability, sexual orientation or religion
- **Organisational abuse** includes neglect and poor practice with an institution or specific care setting such as a hospital or care home for example care provided in one's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices with an organisation
- **Neglect and acts of omission** includes ignoring medical, emotional, or physical needs, failure to provide access to appropriate health, care and support or educational services, withholding of the necessities of life, such as medication, adequate nutrition and heating
- **Self-neglect** covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

What are the signs of abuse?

General signs that someone has been, or is being, abused include:

- Unexplained injury/repeated visits to a GP or Accident & Emergency Department
- Signs of fear or distress
- Withdrawal or isolation
- Unexplained pregnancy or sexually transmitted disease
- Self-neglect or basic physical and emotional needs not being properly met by others
- Not able to pay bills or buy food even though enough money should be available

Which adults are at risk?

'Adults at risk' are people aged 18+ who:

- May rely on other people or services to care for them or support them with day-to-day tasks, maybe because of their age, a physical or learning disability, other physical or mental health need or involvement in substance misuse
- May lack mental capacity
- May not be able to speak up for themselves

Where might the abuse happen?

Abuse can happen anywhere, in peoples own homes, public places, day centres, residential homes, hospitals and GPs' surgeries, colleges, police stations and prisons.

Who abuses?

Anyone can be an abuser, professionals, volunteers, trades people, family members, carers, partners, friends, neighbours and other adults at risk.

Responding to Abuse and Neglect

Disclosure

If someone discloses abuse to you:

- Stay calm and try not to show that you are shocked

- Listen carefully rather than question the discloser directly
- Be sympathetic
- Be aware that medical and criminal evidence may need to be preserved, so do not attempt to remove torn or soiled clothing and avoid touching or moving anything in the immediate environment
- Report the disclosure to your line manager/designated safeguarding lead or alternatively if necessary the Police and/or Social Care Direct – 03000 26 79 79
- Write down what was said and what you saw as soon as you possibly can (see ‘recording’ below)

Tell the person:

- That talking to you was the right thing to do
- That you will take their disclosure seriously
- That what happened wasn’t their fault
- That you have to tell an appropriate Manager and that you cannot keep the information to yourself
- If it is considered that the person has capacity, your Manager will seek their consent to make a referral to Social Care Direct and that their decision will be respected unless other adults or children are also at risk, e.g. within a residential or other registered service – this is so that steps can be taken to protect those people too

Do not:

- Put yourself at risk
- Press the person for more details
- Stop the adult from freely recalling significant events - they may not tell anyone again
- Contact the alleged perpetrator(s)
- Be judgmental
- Make promises that you cannot keep, e.g. that you won’t tell anyone or that you won’t let the abuse happen again
- Tell anyone who does not need to know – remember to uphold our confidentiality policy
- Do not talk with the alleged perpetrator(s) or pass on any information about the adult at risk, particularly in relation to the person’s whereabouts if they have been taken to a place of safety

Recording Abuse

You should aim to:

- Write down what you saw if you witnessed the abuse, or what was said if a disclosure was made to you
 - Use exact words and phrases wherever possible
 - Note the setting and anyone there at the time - describe any significant points about the adult’s appearance, demeanour and mood and also about the environment, e.g. whether any furniture appeared to have been disturbed, or if any property was missing or damaged
 - Consideration should be given as to whether a photographic or digital image record of any evidential issues should be made (one must be mindful that when using personal equipment that it is possible that memory cards etc. may be seized by the police as evidence and not returned until a case has been concluded)
 - Separate out factual information from your opinion
 - Use a body map to illustrate any physical injuries, the location of any wounds or bruises and their size and colour etc.
 - Write down who you reported your concerns to, e.g. your line manager, Social Care Direct or whether you contacted the Police or other emergency services - include the dates and times of your discussions and contacts
 - Write down any decisions/actions taken from these discussions/contacts
 - Use ball point pen with dark ink so your notes can be photocopied
- Be aware that your notes may be required later as part of a safeguarding investigation, legal action or disciplinary enquiry - always sign and date everything you have written

- At all times follow the County Durham Safeguarding Adults Board guidelines

Records should be made as soon as possible after the event. Information sometimes needs to be gathered in a stressful situation, yet every effort must still be made to ensure accuracy.

It is always advisable to check your notes before they are submitted as evidence. Additionally, when making telephone calls about safeguarding matters, never leave confidential or sensitive information on an answering machine.

Social Care Direct (SCD) - Receiving the referral and decision making SCD is the single point of referral in Durham for all reports of suspected or alleged abuse or neglect where the person appears to have needs for care and support and appears unable to protect themselves.

Regardless of the time of day or night, Social Care Direct can be contacted on 03000 267979. Staff can e-mail referrals to: Socialcaredirect@durham.gov.uk. Minicom 01429884124

The Police play a vital role in Safeguarding Adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

The Designated Safeguarding Lead (DSL) for Adults for the Centre (CIO) is Irene Waller, who together with the **Trustees**, are responsible for and works collaboratively to ensure:

- The CIO's Safeguarding Vulnerable Adult's policy, procedures and implementation are updated and reviewed annually and work with Trustees regarding this
- The Safeguarding Vulnerable Adult's policy is available publicly and service users are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the CIO in this
- The Safeguarding Vulnerable Adult's policy is known, understood and used appropriately by Trustees, staff, students and volunteers and that they each have a copy
- Trustees, staff, students and volunteers know who the Safeguarding and Specialist Services contacts are - (Eastlea Community Centre (CIO) and Tots 'R' Us Nursery Safeguarding, Vulnerable Adults, Prevent and Child Protection Procedure and Contact Details)
- Relevant contact numbers are at hand and staff and volunteers are aware of procedures to follow (Eastlea Community Centre (CIO) Safeguarding Vulnerable Adults Flowchart)
- An up to date designated Safeguarding notice board
- Ensure the safe recruitment of staff
- Ensure regular supervision for all staff

Confidentiality

Vulnerable adult protection raises issues of confidentiality which must be clearly understood by all.

The board of Trustees, staff, volunteers and all user groups have a responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.

Clear boundaries of confidentiality will be communicated to all.

All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context, the adult must, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent must be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.

Where a disclosure has been made, staff must let the adult know the position regarding their role and what action they will have to take as a result.

Staff must assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information must be fully considered and their wishes and feelings taken into account.

Responsibility of Trustees, Staff and Volunteers

Trustees, staff and volunteers have a responsibility to be aware and alert to signs that all is not well with a vulnerable person. However, they are not responsible for diagnosing, investigating or providing a therapeutic response to abuse. In addition, not all concerns relate to abuse, there may well be other explanations. It is important to keep an open mind and consider what is known about the vulnerable person and his or her circumstances. No action should be taken without discussion with a member of the management team.

Board of Trustees

Our Trustees are required to have DBS checks done every three years and complete the Charities Commission 'Trustee eligibility declaration', which states: If your organisation works with vulnerable people (including children) and you declare that you have:

- Read and understood the Charity Commission's safeguarding guidance
- Carried out all Trustee eligibility checks the law requires and on the basis of those checks are satisfied that the people acting as Trustees are both eligible and suitable to act as Trustees of this charity

Allegation of abuse made against a Trustee, member of staff or volunteer

Trustees, staff and volunteers may be subject to abuse allegations. The CIO will offer support in these circumstances, but the social services department will be assisted in their investigation and the disciplinary procedure may be implemented. We have 'Whistle Blowing' procedures within our Safeguarding and Child Protection policy which should be followed at all times.

Preventing abuse by staff and volunteers

It is important that any staff or volunteers who are likely to be working alone with vulnerable people are thoroughly vetted before being employed. At the CIO this means that all staff and volunteers go through a robust 'Safe Recruitment' process, 'Staff/Volunteer Suitability Checklist' as well as a check undertaken through the Disclosure and Barring Service.

It may be very hard for a worker to report a concern about a colleague to a line manager but, as with all the other difficulties people will come across, the safety and protection of a vulnerable person must be the priority in any decision that is made.

At all times the County Durham's Safeguarding Adults process for responding to abuse and neglect must be followed. Eastlea Community Centre (CIO) Safeguarding Vulnerable Adults flowchart is attached.

Eastlea Community Centre (CIC) and Tots 'R' Us Nursery Safeguarding, Vulnerable Adults, Prevent and Child Protection Procedure and Contact Details

If any staff/volunteer/parent/carer/child has concerns about the safety and welfare of a child or adult please contact in the first instance:

Debbie Finkel – Tots 'R' Us Nursery
Designated Safeguarding Lead - Child
Telephone: 0191 5812399
Nursery Mobile: 07484032308

Adam Chapman – Eastlea Community Centre
Designated Safeguarding Lead - Adults
Telephone: 0191 5812399

If any staff/volunteer/parent/carer/child has concerns about the safety and welfare of a child, or vulnerable adult which involves any member of Eastlea Community Centre or Tots 'R' Us Nursery personnel 'Whistle Blowing', and where it is not appropriate to contact the relevant Designated Safeguarding Lead, then the Registered Nominated Person should be contacted:

Craig Bell
Trustee/Ofsted Registered Nominated Person
Telephone: 0191 5812399

In the event that it is not appropriate or safe to contact any of the above or that they are unable to be contacted then Social Care Direct or the First Contact Service should be contacted directly on the number below. In matters relating to the Prevent Duty, please contact the Durham Police Prevent Team on the number below.

In all instances where there are concerns, regarding a person who is working, living or caring for children within the Nursery or the Centre then Ofsted should be contacted within 14 days.

First Contact
Telephone: 03000 26 79 79
Social Care Direct

Telephone: 03000 26 79 79
Durham Police Prevent Team
0191 3752234 or 10

If you are in any doubt and need any support regarding your concerns please ring either Social Care Direct or the First Contact Service above or the contacts below:

Kirsty Wilkinson
Safeguarding Lead
Early Years Development Advisor
County Hall
Durham. DH1 5UJ
Telephone: 03000 268 925
Mob: 07880044639

Local Authority Designated Officer (LADO)
Children and Adults Care
Durham County Council
County Hall
Durham DH1 5UJ
Telephone Number: 03000268835

If you feel the matter is urgent and a child or adult is in immediate danger please ring the Police 999

Safeguarding Vulnerable Adults Flowchart

Flow chart showing what to do if you become aware of or suspect that a vulnerable adult has suffered or is likely to suffer from abuse or neglect

(To be used in conjunction with Flow Chart 1 in "What to do if you are worried a child is being abused – summary")

In all cases, if an adult is in immediate danger, take preventative steps and call 999

Trustee, staff, volunteer has concerns an adult is at risk of abuse or neglect

Collect and clarify information / explanations / observations about any incident or concern.

Discuss concerns with line manager

Record concerns on the 'Record of Concern' form, using body map and including descriptions of any injuries and any explanations offered by adult and any witnesses to events. Record any actions taken, including discussions and telephone conversations.

The line manager considers information and refers concern to the CIO's designated Named Person for safeguarding vulnerable adults as soon as possible

Named Person: A d a m C h a p m a n – Centre Manager Contact: 0191 5812399
Deputy Named Person: Craig Bell Contact: 0191 5812399

Named person determines if there are still concerns and refers to Social Care Direct

At all times follow the County Durham Safeguarding Adults Board guidance

Still has a concern

**Contact the Social Care Direct
on 03000 26 79 79
Durham Police Prevent Team
Call 101 or 0191 3752234**

No longer has a concern

No further adult protection action, although may need to ensure services provided

If you have concerns regarding either of the named persons above contact the Social Care Direct on 03000 26 79 79

**In all instances where there are concerns regarding a person who is working, living or caring for children within the Nursery or the Centre then Ofsted should be contacted within 14 days.
Telephone 0300 123 1231**

Sick Child Policy

In order to promote the good health of children and adults, we take necessary steps to prevent the spread of infection in the Nursery and the Centre. We must ensure we maintain health and hygiene standards that meet the full welfare requirements of the Statutory Framework for the Early Years Foundation Stage (EYFS) and Ofsted, and take appropriate action when children become ill in the Nursery.

The provider must promote the good health, including the oral health, of children attending the setting. (EYFS 3.51). They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection, and take appropriate action if children are ill (EYFS 2024 3.52)

Providers must have and implement a policy, and procedures, for administering medicines. It must include systems for obtaining information about a child's needs for medicines, and for keeping this information up-to-date. Training must be provided for staff where the administration of medicine requires medical or technical knowledge. Prescription medicines must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist (medicines containing aspirin should only be given if prescribed by a doctor). (EYFS 2024 3.53)

Medicine (both prescription and non-prescription) must only be administered to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer. Providers must keep a written record each time a medicine is administered to a child, and inform the child's parents and/or carers on the same day, or as soon as reasonably practicable. (EYFS 2024 3.54)

This policy links to our Medication Policy, Accident/Incident Policy and Emergency Procedure, Health and Safety Policy, Admissions, Attendance and Fees Policy, Allergy Policy and Safeguarding and Child Protection Policy.

The health and wellbeing of our children is of paramount importance to enable them to learn effectively. It is our aim to:

- Ensure sick children are identified
- Ensure sick children are cared for appropriately
- Protect children and adults from the spread of infection
- Enable staff and parents to be clear about the requirements and procedures when children are unwell

In order to maintain a healthy environment for everyone, we ask parents and carers to keep their children at home if they are sick and/or displaying signs of illness, or if they have any known infectious or contagious diseases, and to inform the Nursery as to the nature of the illness. This will allow the Nursery to alert other parents/carers as necessary and to make careful observation of any child who appears unwell. The procedures set out in our Admissions, Attendance and Fees Policy should be followed.

We understand the needs of working parents/carers and do not aim to exclude children from the Nursery unnecessarily. However, the decision of the Manager is final when requesting the exclusion of a child for illness or infection. Decisions will take into account both the needs of the individual child and those of the other children and staff at the Nursery. Parents and carers are asked not to bring into the Nursery any child who has been vomiting or had diarrhoea until 48 hours after the last attack.

We will base our decisions following the guidance from the Public Health England (PHE) and adhere to exclusion periods depending upon the symptoms and illness (PHE 2019) Guidance on Infection Control in Schools and other Child Care Settings.

A copy of the Public Health England's - Guidance on Infection Control in Schools and other Childcare Settings is kept in the Nursery office and available for further information and reference.

Although exposure of children to a communicable disease is not in itself sufficient reason to require their exclusion from the Nursery, any child who comes into contact with diphtheria, poliomyelitis, typhoid

and paratyphoid fevers will be excluded for periods recommended by the PHE. In these cases, we work closely with parents and carers, the PHE and Ofsted to ensure we follow any additional advice that may be given.

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), Health and Safety Executive (HSE), we have a duty to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near-misses).

In the case of children, we must also notify Ofsted. We keep a copy of the factsheet entitled 'Serious accidents, injuries and deaths' that registered providers must notify to Ofsted and local child protection agencies for reference within our record file of accidents and incidents. The details of any serious accident, serious illness, injury to, or death of, any child or adult in our care and the action we have taken in response.

If we believe a child is unwell in the Nursery, it is important that we assess the condition of the child. This is done in a kind and caring manner. The child may well be distressed, so it is important to be calm and reassuring. The Manager is informed of any sick children.

Should a child become ill whilst at the Nursery the parent/carer or an emergency contact will be called. While awaiting the arrival of parent/carer, the staff will ensure the comfort of the child, taking appropriate action, which would include seeking medical advice if necessary. If the child is in danger, the staff will seek medical advice immediately. Staff will report any worries about a child's health to the parents/carers immediately and if we suspect that the condition is a contagious or infectious disease, we will request that the parent/carer consult a doctor. Parents/carers are responsible for keeping the staff informed about the child's health.

If we consider an illness or situation to warrant immediate medical attention, the emergency services will be contacted or the child taken directly to hospital. We will notify the parent/carer immediately and the key person or familiar member of staff will accompany the child to the hospital, who, will remain with the child until the parent/carer arrives. Staff will follow the Emergency Procedure in the Accident/Incident Policy.

We will follow the guidelines in our Medication Policy for children who have existing medical conditions and the use of medication and the Health & Hygiene sections of our Health and Safety Policy to prevent the spread of infections.

Smoke Free Policy

Eastlea Community Centre and Tots 'R' Us Nursery recognise that they have a health and safety obligation to provide a safe environment for children, staff and visitors alike. We acknowledge that everyone has a right to work in a smoke free environment, and the health of our children and staff are very important. We also acknowledge that staff and visitors must set a good example, as they are role models for our children and young people.

We comply with Health and Safety Regulations - the Health Act 2006 as well as the Safeguarding and Welfare Requirements of the Statutory Framework for the Early Years Foundation Stage (EYFS) to protect the children in our care Nursery from exposure to smoke and the health risks associated with it.

Eastlea Community Centre and Tots 'R' Us Nursery is a non-smoking/vaping environment.

This policy links to our Health and Safety Policy, Employment and Recruitment Policy, Staff Behaviour Policy and Alcohol and Substance Misuse Policy.

Smoking has a proven health risk and even though we respect that it is a personal choice to smoke, we recognise that as an organisation, we actively support healthy lifestyles. Exposure to second hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Smoking is prohibited in all enclosed and substantially enclosed areas of the Centre and Nursery, which includes outdoor areas of the Centre where children are present or about to be present in the outdoor play area and garden (EYFS 2024 3.22 - *Providers must not allow smoking in or on the premises when children are present or about to be present. Staff should not vape or use e-cigarettes when children are present and providers should consider Public Health England advice on their use in public places and workplaces*). This applies to all employees, volunteers, parents/carers, section and affiliated groups, consultants, contractors, service users and visitors.

A safe designated smoking shelter with appropriate cigarette receptacles is provided in the garden area to the rear of the car park. This must be used at all times.

The vaping of E-cigarettes carries the same restrictions as that of smoking normal cigarettes.

Implementation

Overall responsibility for policy implementation and review rests with the Centre Manager, Nursery Manager and the Registered Nominated Person (on behalf of the Trustees of the Centre).

All staff must adhere to, and support the implementation of this policy. The above personnel shall inform all existing staff and volunteers of this policy and their role in the implementation and monitoring of it. We inform all new personnel during their induction period.

We display appropriate 'no-smoking/vaping' signs both inside and outside of the Centre, together with posters displaying where smoking/vaping can take place.

Non-compliance

Disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

Help to stop smoking

The NHS offers a range of free services to help smokers give up.

Call the Smokefree National Helpline to speak to a trained, expert advisor on 0300 123 1044 or visit <https://www.nhs.uk/smokefree>

To get in touch with the NHS Smoking Helpline for advice on quitting, local services and guidance on how to help others quit call 0800 1690169 or visit <http://www.gosmokefree.nhs.uk>

Smokefreelife County Durham (commissioned by Durham County Council and delivered by Solutions 4 Health) provides free, targeted support for smokers. For more information about Smokefreelife County Durham County Council call 0800 772 0565 or 0191 369 2106, text QUIT to 66777, or visit www.smokefreelifecountydurham.co.uk

Special Educational Needs & Disability Policy

At Tots 'R' Us Nursery, we believe that all children deserve the best possible start in life and the support that enables them to fulfil their potential. We aim to do this with regard to the Statutory Framework for the Early Years Foundation Stage 2017, The Equality Act 2010 and The Special Educational Needs and Disability (SEND) code of practice: 0-25 years (2014).

Our aims:

- Identify the specific needs of children with special educational needs and disabilities and meet those needs through a range of SEN strategies
- Work in partnership with parents/carers and other agencies in meeting individual children's needs
- Monitor and review our policy, practice and provision and, if necessary, make adjustments
- Have a designated Special Educational Needs Co-ordinator (SENCO)

The Role of the SENCO

Our Nursery Special Education Needs Co-ordinator (SENCO) is Melissa Singh. She will:

- Ensure all practitioners in the Nursery understand their responsibilities to children with SEND and the Nursery's approach to identifying and meeting SEND
- Advise and support colleagues
- Ensure parents/carers are closely involved throughout and that their insights inform action taken by the Nursery
- Liaise with professionals or agencies from beyond the Nursery
- Attend regular update meetings and training, feeding back to staff
- Where necessary seek the help and support from the Equality and Inclusion Education Development Advisers, who form part the Local Authority's Early Years Team

Links to other policies

- Safeguarding and Child Protection Policy
- Equality, Diversity & Inclusion Policy
- Positive Behaviour and Promoting British Values
- Staff Behaviour Policy
- Intimate Care Policy
- Health and Safety Policy
- Accident/Incident Reporting & Emergency procedure
- Sick Child & Existing Injuries Policy
- Medication Policy
- Admissions, Attendance and Fees Policy

Staffing arrangements

We operate a key person system, whose role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents/carers. The key person has a responsibility to the child, the parent/carers, and to the Nursery in terms of creating the atmosphere in which children can thrive by:

- Helping the child become familiar with the Nursery and to feel safe and confident
- Talks to parent/carers to make sure the needs of the child are being met appropriately
- Ensuring that records of development and progress are shared with parent/carers and other professionals as necessary
- Relevant staff training, expertise and qualifications relating to SEND

We are committed to the equal inclusion of all children and deliver our service in line with our Equality, Diversity & Inclusion Policy. We embrace equality and diversity across culture, race,

ethnicity, religion and children with special educational needs and disabilities. We promote inclusion and diversity through our resources reflecting diversity, such as small world people from different cultures and through themes celebrating cultural holidays.

Admission arrangements

There is no selection process to enter the Nursery. Children with SEND have the same opportunity to attend as children without. We make every effort to meet the individual needs of all children. We provide an opportunity for the SENCO and key person to visit the child and family in their own home prior to the child starting the Nursery.

The purpose of the visit is to help the child, family, SENCO and key person get to know more about each other in the home environment where the child usually feels most relaxed. This will also enable the SENCO and key person to discuss the best way to introduce the child into Nursery. This could be with support provided by the parent/carer or reduced hours until the child settle. The home visit is an optional service that the Nursery provides and we understand that not all families may wish to take us up on this offer.

Working together

Parents/carers are the first and most important influence on their child's development and future outcomes. They know their child best and it is therefore a priority of ours to listen when parents/carers express concerns about their child's development. We will take on board the concerns raised and carry out further assessments to address these concerns. Further advice will be taken from outside agencies if necessary.

On induction to our Nursery, the SENCO, key person and parents/carers share information about the strengths and needs of the child to create a positive partnership. Families are supported for as long as it takes their child to settle. We want all children to feel happy and safe with us. Each child has a key person who works closely with the child and the family, and may identify a possible individual need.

We are part of the Durham County Council's 'local offer', which provides information in one place about provision available across education, health and social care for children and young people in our area who have SEN or are disabled, including those who do not have Education, Health and Care (EHC) plan. Information can be found on the County Durham Families Information Service – www.countydurhamfamilies.info

Involvement of the Child

Whilst recognising that it is often difficult to ascertain the views of very young children; staff will encourage their contributions, particularly when establishing individual programmes to support learning. Staff should ensure that all possible information is gathered from children, enabling them, for example, to express their feelings and identify personal preferences and interests. The involvement of children will contribute to the relevance to each of any programmes developed and implemented, maximising opportunities to incorporate their views and progress their learning.

Identifying children with special educational needs and disabilities

Children's special educational needs are generally thought of in the following four broad areas of need and support:

- Communication and interaction
- Cognition and learning
- Social, emotional and mental health difficulties
- Sensory and/or physical needs

The identification of SEND is built into our overall approach to monitoring the progress and development of all children, through continually assessing, planning, implementing and reviewing, as described in the SEND Code of Practice. On-going observational assessments are made of all children and linked to the Early Years Outcomes and Development Matters ages and stages of development, as outlined in the Statutory Framework for the Early Years Foundation Stage.

We assess all children when they join our Nursery, so that we can build upon their prior learning. We use this information to provide starting points for the development of an appropriate curriculum for each individual child. If our assessments show that a child may have a special educational need we will use a range of strategies that make full use of all available resources. In liaison with the SENCO, the child's key person will offer interventions that are 'different from' or 'additional to' those provided as part of the Nursery's usual working practices. The key person will keep parents/carers informed and draw upon them for additional information. If the SENCO, key person and parents/carers feel that the child would benefit from further support, the SENCO will then take the lead in further assessments of the child's needs. In order to achieve this, we aim to identify any difficulties or special abilities that a child might have and to work closely with the children, their parents and carers, and other agencies if this is necessary. We will:

- Use the 'graduated approach system' for identifying, assessing and responding to children with special educational needs. The process for doing this is to Assess, Plan, Do and Review as outlined below. Where assessment indicates that support from specialist services is required, it is important that children receive it as quickly as possible, with arrangements in place to ensure that there are sufficient services to meet the needs of all children, whether or not the child needs an Education, Health and Care Plan (EHC). An EHC plan is the document that replaces Statements of SEN and Learning Difficulties Assessments for children and young people with special educational needs. EHC plans identify educational, health and social needs and set out the additional support to meet those needs
- Explain how children's individual needs are to be met by planning support using a written Support Plan (SP). The SP will state clearly the short-term targets for the child, the nature of the staff intervention, the use of any particular resources and home support and will detail when reviews are scheduled and identify any involvement of outside agencies
- Provide copies of the SP for parents/carers as well as keeping a record by the child's key person and Nursery SENCO
- Ensure all documentation relating to the child is kept in the child's file and locked filing cabinet to ensure confidentiality
- SP targets will be reviewed and new ones planned by the key person, SENCO, parents/carers and where possible the child
- Access where necessary additional support from other professionals
- Work with all other staff to ensure implementation of the SP and subsequent continuity of care and education by everyone
- Ensure that the parents/carers are informed at all stages of assessment, planning, provision, monitoring and review of your child's progress
- Provide support to apply for funding to support your child

Graduated Approach System

Assess

In identifying a child as needing SEND support, the key person, working with the Nursery SENCO and the child's parents/carers, will carry out an assessment of the child's needs. This initial assessment will be reviewed regularly to ensure that support is matched to the need. Where there is little or no improvement in the child's progress, more specialist assessment may be called for from specialist teachers or from health, social services or other agencies beyond the Nursery. Where professionals are not already working with the Nursery, the SENCO will contact them, with the parent/carers' agreement.

Plan

Where it is decided to provide SEND support and having formally notified the parents/carers, the key person and the SENCO will agree, in consultation with the parent/carer, the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behaviour, and a clear date for review. Plans will take into account the views of the child. The support and intervention provided will be selected to meet the outcomes identified for the child, based on reliable evidence of effectiveness, and provided by practitioners with relevant skills and knowledge. Any related staff development needs will be identified and addressed. Parents/carers will be involved in

planning support and, where appropriate, in reinforcing the provision or contributing to progress at home.

Do

The child's key person remains responsible for working with the child on a daily basis. With support from the SENCO, they will oversee the implementation of the interventions or programmes agreed as part of SEND support. The SENCO will support the key person in assessing the child's response to the action taken, in problem solving and advising on the effective implementation of support.

Review

The effectiveness of the support and its impact on the child's progress will be reviewed in line with the agreed date. The key person and the SENCO working with the child's parents/carers and taking into account the child's views will evaluate the impact and quality of the support. They will agree any changes to the outcomes and support for the child in light of the child's progress and development. Parents/carers will have clear information about the impact of the support provided, and be involved in planning the next steps.

This cycle of action will be revisited in increasing detail and with increasing frequency, to identify the best way of securing good progress. At each stage, parents/carers are to be engaged with the Nursery, contributing their insights to assessment and planning. Intended outcomes will be shared with parents and reviewed with them, along with action taken by the Nursery, at agreed times.

The graduated approach will be led and co-ordinated by the Nursery SENCO working with and supporting the individual key person in the Nursery and informed by the EYFS materials, the Early Years Outcomes guidance and Early Support resources.

Progress Check at Age 2 – Integrated Review

The Integrated Review is the bringing together of health and early education reviews for young children at the age of two to three. This could involve local authorities, health visiting services and early year's providers. This is an important time for children and their parent/carers and a period of rapid growth, learning and development in a young child's life. It is also a crucial time when a child's need for additional support from health services or the education system can become clear.

When a child is aged between two and three, it is a statutory requirement that the Nursery **must** review each child's progress and provide parents/carers with a short written summary of their child's development, focusing in particular on communication and language, physical development and personal, social and emotional development. This progress check **must** identify the child's strengths and any areas where the child's progress is slower than expected. If there are significant emerging concerns (or identified SEN or disability) we will develop a targeted plan to support the child, involving other professionals such as, for example, the Nursery's SENCO or the Equality and Inclusion Education Development Advisers, who form part the Local Authority's Early Years Team, or any other professional as appropriate. In addition, health visitors currently check children's physical development milestones between ages two and three as part of the universal Healthy Child Programme. This will form part of an integrated review that will cover the development areas in the Healthy Child Programme two-year review and the EYFS two-year progress check.

Either the Nursery or where the child spends the most time completes the check. It is a statutory requirement for the provider to share the progress check with the parents/carers. There is an expectation that the parents/carers will share it with the health visitor, ideally to coincide with the Healthy Child Programme two-year-review. The Nursery supports the parents/carers to attend a meeting that involves the parents/carers, health visitor and key person/Manager to discuss the integrated review and outcomes for the child. However, concerns will be discussed via a telephone call if face to face meetings cannot go ahead following government advice.

We will use the following as an aid to assist this check and track the child's progress:

- Flying from the Start
- Every Child a Talker

- Information from parents/carers and professionals from other agencies
- Records from other settings where the child may have attended

Accessibility of the environment

Our Nursery rooms and outdoor area is within a local community centre and accessible all on one level. Should there be any limitations of the building affecting a child then we will attempt to make all reasonable changes and adjustments. Our resources are all accessible by the children who have free choice.

Personal Emergency Evacuation Plan (PEEP)

Where appropriate and applicable each child will have a Personal Emergency Evacuation Plan (PEEP). A PEEP is completed for any child who requires assistance with any aspect of emergency evacuation. The PEEP describes the child's intended means of escape in the event of an emergency, including drills. The PEEP specifies what type of assistance is agreed and how it is to be maintained, to ensure the child's continued safety and includes the assistance required from the point of raising the alarm to passing through the final exit of the building. The PEEP is written with the involvement of the SENCO or Nursery Manager, the child's key person and their parents/carers. A copy of the completed form kept in the child's personal records.

Working with other professionals

We have contact with the following professionals:

- Health Visitor
- Local Authority Early Years Team
- Equality and Inclusion Education Development Advisers
- Speech and Language Therapist
- Local Children's Centre Staff (e.g. family support workers)
- Education Psychologist
- Team around the Family
- Occupational Therapist

We can contact many other professionals regarding a child's specific individual needs.

Further information

The SENCO and key person are always available for advice and support in the first instance. We can signpost parents/carers to other professionals that may be able to help such as health visitor, speech and language therapist, children's centre and others. If a child's needs are referred to a specific team, we will be able to support parents and carers in accessing these services.

Moving on to school/or another setting

We have a Transition Policy in place and hold transition review meetings to plan transition for a child into nursery/school. As well as parents/carers and Nursery staff, these meetings could include foundation stage schoolteachers, school SENCO, receiving setting staff and relevant professionals. We share all documentation such as support plans, early year's assessments and observations. We invite receiving nursery/school to visit our Nursery to familiarise themselves with, and observe the child and to share information in partnership with parents and carers. We have booklets containing pictures and information of the receiving nursery/school, which we share with the children and families. We operate an open door policy and our staff welcomes families to visit our Nursery. We will aim to work together to include any child with special educational needs and disabilities.

Compliments and Complaints

We will address any concerns or complaints regarding the Nursery in line with our Complaints Policy. We welcome any feedback that can enhance our service delivery.

Reviewing, Monitoring Evaluating the SEND Policy

The Nursery Manager and Registered Nominated Person review the SEND Policy annually alongside all other policies and procedures for the Nursery. The review includes looking at the effectiveness of identification, efficiency of record keeping, resources and provision.

Staff Behaviour Policy

At Eastlea Community Centre and Tots 'R' Us Nursery, we value the professionalism and individuality of our staff. We wish to ensure that all staff reflects the high standards of our Centre and Nursery and recognise that we represent the Centre/Nursery in our dealings with the children, parents/carers, other professionals and the public. We require all staff, trustees, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.

All staff have an individual responsibility to maintain their reputation and the reputation of the Centre and the Nursery, both inside and outside working hours and work setting. This policy applies to all staff in the Centre/Nursery regardless of their position, role or responsibility. References to 'staff' throughout the policy relate to Nursery and Centre staff, volunteers, trustees, supply staff, either from agencies or engaged directly by the Centre/Nursery and student placements, including those undertaking apprenticeships.

This policy sets out clear guidance on the standards of behaviour expected from all staff at Eastlea Community Centre and Tots 'R' Us Nursery. The principles underlying the guidance aim to encourage staff to achieve the highest possible standards of conduct and minimise the risk of inappropriate conduct occurring. Centre and Nursery staff are in a unique position of trust and influence as role models for children and young people. Therefore, staff must adhere to behaviour that sets a good example to all children and young people within the Centre and the Nursery, operating within and following policies and procedures at all times.

This is not an exhaustive list of acceptable and unacceptable standards of behaviour. In situations where guidance does not exist in this policy, staff are expected to exercise their professional judgement and act in the best interests of the children/young people and the Centre and Nursery. Staff behaviour is rooted in all of the Nursery's policies and procedures.

Professional Behaviour and Conduct

Staff are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity. The Centre/Nursery expects staff to:

- Treat each other, children, parents/carers and the wider community with dignity and respect at all times
- Act in accordance with their duty of care to children and young people and ensure that the safety and welfare are accorded the highest priority
- Show fairness in their treatment of children and young people and avoid behaviours such as embarrassing or humiliating, making jokes at the expense of children, discriminating against or favouring children/young people and sarcasm
- Have regard for the ethos and values of the Centre and Nursery and must not do or say anything that may bring the Centre/Nursery into disrepute. Care should be taken by staff to avoid any conflict of interest between activities undertaken outside the Centre/Nursery and responsibilities within. Staff should act in accordance with the Centre/Nursery's policies and procedures at all times

Dress and Appearance

The Nursery provides a uniform (polo shirt/fleece) for all staff. All staff must dress in a manner that is appropriate to a professional role and that promotes a professional image. Staff should dress safely and appropriately, for the tasks they undertake.

Centre/Nursery Equipment, materials and property

The facilities and equipment provided as part of each role belong to the Centre/Nursery. Staff must:

- Take care of the property and equipment, keeping it secure and reporting any damages or breaches in security
- Use equipment and facilities appropriately and only for the purposes provided

- Comply with health and safety regulations

Equality and Diversity

Eastlea Community Centre and Tots 'R' Us Nursery are committed to promoting equality of opportunity, valuing diversity and ensuring discrimination, harassment or victimisation is not tolerated. Our policy is to treat people fairly, with respect and dignity. We also comply with legal requirements in relation to age, disability, gender, pregnancy and maternity, marriage and civil partnership, gender reassignment, race, religion or belief and sexual orientation.

All staff must ensure that they treat colleagues, children, parents/carers, other professionals and the public fairly, impartially and with dignity and respect in accordance with the Equality, Diversity & Inclusion Policy.

Attendance and Timekeeping

Should a member of staff need to be absent or expect to be late for any reason, of a routine matter, they should, in the first instance ask their line manager, in advance when possible. If this is not possible, they should contact their line manager at the earliest opportunity. Reporting sickness absence should be done prior to the start of their next shift whenever possible, to enable cover to be arranged and keep staff/child ratios correct. Staff should read this in conjunction with the 'Sickness Clause' of their contract and the Staff Sickness and Absence Policy.

Smoking, alcohol, medication and other substances

The Centre/Nursery is a non-smoking building. Any member of staff wishing to smoke must do so in the designated area. Staff must not smoke whilst working with or supervising children offsite. Staff must not consume or be under the influence of alcohol, illicit drugs or other illegal substances on or near the Centre/Nursery premises. If a member of staff is ill, or is prescribed a new medication, which might affect their suitability to work, by their doctor or other medical practitioner, they must inform their line manager as soon as possible. Please refer to the Medication Policy and declaration, Alcohol and Substance Misuse Policy and the Smoke Free Policy.

Relationships with Children/Young People

Staff must maintain professional boundaries with children and young people appropriate to their position and must always consider whether their actions are warranted, proportionate, and safe and applied equitably. Staff should act in an open and transparent way that would not lead any reasonable person to question their actions or intent. Staff should think carefully about their conduct so that misinterpretations are minimised.

Staff must not establish or seek to establish social contact with children/young people for securing a friendship or to pursue or strengthen a relationship. If a young person seeks to establish social contact, you should exercise your professional judgement in making a response and be aware that such social contact could be misconstrued. Staff must not develop personal or sexual relationships with children/young people and should not engage in any sexual activity with a child/young person.

Personal phone numbers, email addresses or communication routes via all social media platforms should not be used. Staff must read the Nursery's Safeguarding and Child Protection Policy, E-Safety Policy and sign the Acceptable User Agreement.

Gifts

Staff need to take care that they do not accept any gift that might be construed as a bribe by others, or lead the giver to expect preferential treatment. However, there may be occasions where parents wish to give a small token of appreciation to staff, for example at the end of the year when children are leaving.

Physical Contact with Children and Young People

There are occasions when it is entirely appropriate and proper for staff to have physical contact with children/young people, but it is crucial that they only do so in ways appropriate to their

professional role. A 'no touch' approach is impractical for most staff and may in some circumstances be inappropriate. When physical contact is made with a child or young person, it should be in response to their needs at that time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background. Where feasible, staff should seek the child/young person's permission before initiating contact. Staff should listen, observe and take note of the child/young person's reaction or feelings and, so far as is possible, use a level of contact that is acceptable to the child/young person for the minimum time necessary.

It is not possible to be specific about the appropriateness of each physical contact, since an action that is appropriate with one child/young person in one set of circumstances may be inappropriate in another, or with a different child/young person. Staff should therefore, use their professional judgement at all times. Staff should be aware that even well intentioned physical contact might be misconstrued by the child/young person, an observer or by anyone to whom this action is described. Staff should never touch a child/young person in a way that may be considered indecent and should always be prepared to explain actions and accept that all physical contact be open to scrutiny. Staff must not engage in rough play, tickling or fun fights with children/young people. Extra caution should be exercised where a child/young person is known to have suffered previous abuse or neglect. Such experiences may sometimes make a child/young person exceptionally needy and demanding of physical contact and staff should respond sensitively by deterring the child/young person through helping them to understand the importance of personal boundaries.

Any physical restraint or force is only permissible when children are in imminent danger of inflicting an injury on themselves or on others, and then only as a last resort when all efforts to defuse the situation have failed. Staff should refer to and work in line with the Nursery's Positive Behaviour, Safeguarding and Child Protection and Personal Care Policies on any issues relating to physical contact.

Child in distress

There may be occasions when a child/young person is in distress and in need of comfort as a reassurance. This may include age appropriate physical contact. Staff should remain self-aware at all times in order that their contact is not threatening, intrusive or subject to misinterpretation. Such incidents should always be recorded and shared with your line manager and parent/carer, as long doing so does not put the child in further distress or danger. If you have, a particular concern about the need to provide this type of care and reassurance you should seek further advice from your line manager and always work in line with the Safeguarding and Child Protection Policy.

E-Safety

Staff should follow the Nursery E-Safety policy and Acceptable Use Agreement at all times. Staff must not engage in inappropriate use of social network sites that may bring themselves, the Centre or the Nursery into disrepute.

Staff should adopt the highest security settings on any personal profiles they have. Staff should remain mindful of their digital footprint and exercise caution in all their use of social media or any other web based presence they have. This includes written content, videos or photographs and views expressed either directly or by 'liking' certain pages or posts or following certain individuals or groups.

Mobile phones and personally owned devices may not be used during the operating hours of the Nursery. They should be placed in the tin in the Nursery office.

The use of photography, video and images of children should be done in accordance with the E-Safety Policy.

Confidentiality

Members of staff may have access to confidential information about children, their parents/carers or their siblings. All information will be handled sensitively and used only for its proper purpose. Staff must not reveal such information except to those colleagues who have a professional role in relation to the child or young person on a need to know basis. Staff should never use confidential or personal information about a child/young person or her/his family for their own, or others' advantage (including that of partners, friends, relatives or other organisations). Staff should follow the Safeguarding and Child Protection, Confidentiality, Data Protection and Sharing Information Policies.

Under the Data Protection Act 1998 individuals have the right to see their own personal data held, subject to the rights of confidentiality of any third parties involved in that information.

Whistleblowing

Whistleblowing is the mechanism by which staff can voice their concerns, without fear of repercussion. All Centre/Nursery staff has a duty to report any behaviour by a colleague that raises concern. If a member of staff knows that they are, or might be disqualified from working with children, they must inform the Designated Safeguarding Lead (DSL) as soon as possible. All staff complete and sign the 'Staff Suitability Declaration' form. Staff should refer to the Nursery's Whistleblowing information within the Safeguarding and Child Protection Policy for further guidance. This is particularly important where the welfare of child/children may be at risk.

All staff must complete the 'Confirmation of Compliance' slip to confirm they have read, understood and agree to comply with this policy. A copy of which is retained on the member of staff's file.

Dealing with abuses of this policy

The Centre/Nursery requires that all staff have read and agree to comply with this policy. Breach or failure to observe this policy will result in action being taken under the Centre/Nursery's disciplinary procedures.

Staff Sickness and Absence Policy

Eastlea Community Centre and Tots 'R' Us Nursery recognises that employees may be absent for a variety of reasons. To ensure that all staff are treated in a consistent and equitable manner, this policy provides the framework for dealing with such circumstances.

Links to Policies/Procedures/Contracts

- Employment and Recruitment Policy
- Confidentiality, Data Protection and Sharing Information Policy (GDPR)
- Disciplinary and Grievance Procedures
- Equality, Diversity & Inclusion Policy
- Staff Behaviour Policy
- Employee Contracts

Sickness absence will be dealt with in a way that is non-discriminatory and in accordance with the Equality Act 2010, Access to Medical Reports Act 1988 and the General Data Protection Regulations 2018. For the purpose of this document, absence whether due to illness or any other circumstances, is defined as the non-attendance of workers when they are contracted to attend.

Understanding Possible Causes

It is important to understand there may be a variety of reasons for frequent short-term sickness absences, including:

- An underlying medical condition
- An unusually high, but genuine, vulnerability to colds, flu, etc.
- Excessive tiredness e.g. the employee may have additional responsibilities outside work such as childcare or a second job
- Personal or family problems
- Specific problems in the workplace; and/or
- Demotivation

Discussions between the Manager and employee can be important to help determine if there are any contributing factors and what, if any, support can be provided.

Possible Impact of Workplace Factors

It should also be acknowledged that frequent short-term sickness absences may be caused or exacerbated by factors in the workplace. For example, in addition to genuine periods of sickness, frequent short-term absences may be linked to:

- Stress due to the volume of work or pressure of work deadlines
- Difficult working relationships or conflict with colleagues
- Bullying or harassment
- Anxiety relating to organisational change; and/or
- Other factors causing dissatisfaction e.g. ineffective procedures or equipment, or a lack of clear goals or targets

Where such issues are identified appropriate support should be considered. This may include mediation, counselling, re-assessing workloads and training etc. If a workplace issue is identified, the Manager should take steps to remove or reduce the factors that appear to be contributing to the absences, if this is at all possible.

Manager Responsibilities

Managers are expected to:

- Regularly monitor sickness absence so that appropriate action in regard to management of absences can be undertaken promptly, in line with the policy and procedure
- Ensure that employees are familiar with the Staff Sickness and Absence Policy and are aware of and understand their responsibilities in relation to sickness absence
- Record details and dates of sickness absence, and complete Return To Work Interviews and Sickness Management Interviews
- Maintain regular contact with absent employees (frequency of contact to be agreed)
- Report any sickness/absence to the Registered Nominated Person
- Inform the Registered Nominated Person of the outcomes of any return to work discussions
- Make every effort to ensure cover for the Nursery/Centre
- Undertake a Return To Work Interview after every period of sickness absence and Sickness Management Interview where necessary
- Identify and offer support where appropriate to facilitate an employee's attendance
- Ensure employees understand the importance of good attendance and the impact of sickness absence
- Have regard for and ensure compliance with health and safety at work
- Facilitate early, local interventions to support a return to, and/or on-going attendance at work
- Utilise support services where appropriate e.g. GP or Consultant
- Refer to the Registered Nominated Person to follow up request for additional information / medical report as needed from GP
- Ensure fair application of this policy

The Registered Nominated Person is responsible for:

- Reporting to the Trustees
- Completing the Return to Work Interviews and Sickness Management Interviews for the Centre and Nursery Managers
- Supporting both Managers with matters relating to sickness and absences
- Where appropriate request in writing any additional information / medical reports from GP's / Consultants

Employee Responsibilities

Employees have a duty under their terms and conditions of employment to attend work, which forms part of the contract of employment. Failure to comply with this policy could result in potential disciplinary action. When employees are unable to attend work because of sickness/absence, they must ensure they adhere to their responsibilities, which specifically include:

- Report any sickness/absence by telephone to the Manager by no later than 8.00am, on the first day of sickness/absence. It is the responsibility of the employee to ensure their absence is received by the Manager and must speak to her in person, a left message or text is not acceptable. In the absence of the Manager, the Deputy Manager is to be contacted, following the same procedure
- All staff should make a note of the contact numbers for the Manager/Deputy Manager
- Provide a clear indication of the nature of the illness/absence and a likely return date
- Notify their Manager if they become sick during the working day. If this results in the employee having to leave the workplace they must speak to their Manager prior to doing so
- Maintain frequent contact with their Manager during their sickness absence (frequency of contact to be agreed) and participate in Return to Work and Sickness Management Interviews
- Complying with their responsibilities in relation to health and safety at work
- Ensure they seek and receive medical advice and treatment in order to maintain attendance/facilitate a return to work
- Advise their Manager of the potential effect any medication they are using may have on their capability in the workplace
- Provide a GP 'Fit Note' for sickness absences which exceed seven days. Any sickness absence of less than seven days requires an employee to complete the Nursery/Centre's
- Sickness Self Certification/ Return to Work form
- Inform Managers if they consider workplace practices are causing or exacerbating their sickness levels
- Notify the Manager if they consider they are affected by a disability or any medical condition, which affects their ability to undertake their work

Self-Certification

An employee can self-certify a sickness absence of seven calendar days or less. The Nursery/Centre's Sickness Self Certification/Return to Work form serves as a self-certification document and this must be completed with the employee's Manager during their Return to Work Interview.

Fit Note

Employees who are absent for more than seven consecutive calendar days (regardless of whether or not these are working days), must provide a copy of the 'Fit Note' issued by their GP to clarify the absence as soon as possible. On the 'Fit Note' the GP will advise if a patient is either 'not fit for work' or 'may be fit for work taking account of the following advice'.

Return to Work Interview

A Return to Work Interview will be held after every sickness absence, irrespective of the length of absence. Ideally, this will take place on the first day the employee returns to work, but if that is not possible it should be no later than three days after the return.

Return to work discussions provide an opportunity to investigate any underlying causes of absences and are particularly important if an employee has a high rate of such absences. The discussion should:

- Be held in private, uninterrupted, and non-threatening
- Be well-prepared, with the line Manager having full details of the absence record to hand
- Start with a welcome back to work, and general enquiries regarding health and well being
- Reinforce the value given to the employee's contribution to the Nursery/Centre
- Provide the employee with an update on any key developments during their absence
- Ensure they are fit for work and ascertain basic information regarding the nature of the illness
- Consider any support that may be available, particularly in cases of a return following long term absence. A phased return may have been agreed, for example, on the basis of medical advice obtained from a GP / Consultant

The discussion will be recorded on the Sickness Self Certification/ Return to Work form. A note of the number of sickness absences will be made on the employee's personal record. Should the number exceed that stated within the Staff Sickness and Absence Policy, a more formal review will be triggered.

Trigger Points

Where an employee's level of absence is of concern it is essential that it is managed appropriately and in line with this policy. The Manager will convene a Sickness Management Interview when any of the following trigger points are reached:

- Three periods of absence in a six month period.
- Five periods of absence in a twelve month period
- Where the pattern or nature of absence is giving rise for concern
- After any long term absence
- If an explanation for absences is not forthcoming or considered to be unsatisfactory

Absences of one to seven days will be considered as 'short term' absence. Absences of eight days or more will be considered as 'long term' absence.

If there is any reason to believe that formal action is required under alternative procedures the individual should be informed of this and arrangements made for a further meeting in accordance with the appropriate procedure.

Sickness Management Interviews

The Manager will conduct a Sickness Management Interview meeting with the employee to:

- Ascertain the health issue/s
- Determine the likelihood of further periods of absence
- Agree and put in place measures which will support the employee and help them to avoid further instances of absence
- Set targets and deadlines for improved attendance

All Sickness Management Interviews will be recorded on the Sickness Management Interview Record form.

Preparing for a Sickness Management Interview

Ensure an accurate record is kept of all sickness absence for the relevant period and that the following is noted:

- The total number of days absence
- How many periods of absence and average length of absences
- The reasons for absence
- Notes of any previous meetings
- Details of any improvement targets agreed and whether these have been met
- Is there a pattern of absence e.g. sickness just before or after holidays, Monday/Friday absence
- Is there an underlying medical condition
- Are there other contributing factors

Outcomes of a Sickness Management Interview

- Agreement to request a medical report if appropriate
- Agreed improvement targets over an agreed monitoring period
- Agreed review dates during the monitoring period
- Confirmation that if attendance remains a concern they will be asked to attend a second interview meeting
- Confirmation of how this situation will be monitored

Managing Short Term Sickness Absence

When short term absence triggers are hit, the Manager will arrange a Sickness Management Interview with the employee to discuss their attendance and put in place appropriate targets and support to help the employee improve their attendance, e.g. no further absences in three months. Targets set will be at the discretion of the Manager, appropriate to the employee's sickness and absence history.

If the employee fails to meet the target set, a subsequent Sickness Management Interview will be held with the employee to discuss their attendance and to put in place further service appropriate targets and support, e.g. no further absences in three months. Targets set will be at the discretion of the Manager, appropriate to the employee's sickness and absence history.

If the employee fails for a second time to meet the target set in the subsequent interview, the employee will be notified that disciplinary procedures will apply and will be invited to attend a Stage One meeting in accordance with the Disciplinary Procedure. This is not necessarily to dispute that the employee has genuinely been sick, but where there is a concern that the employee's level of absence is higher than the Centre/Nursery can accommodate.

Where there is concern about whether the employee is able to continue doing their job because of an on-going medical condition, the Centre/Nursery could also investigate the matter under their capability procedures.

Managing Long-Term Sickness Absence

An absence is long term where the period of absence exceeds 8 days or where intermittent absences are attributed to an underlying medical cause.

There are two stages to managing an employee's long-term sickness absence. The first is to manage the employee's absence from work and the second to manage their return to work. The management of an employee's absence should be carried out proactively with the primary aim of supporting the employee and facilitate a return to work as soon as possible.

To achieve these aims, the Manager should normally carry out regular reviews of the employee's length of absence, state of health and readiness to return, as well as whether or not anything can be done to facilitate a return. The Manager will ensure that Fit Notes continue to be received from the employee and meet with the employee every 4 – 6 weeks during the absence and discuss updates to their health and potential return to work dates.

Where there is concern about whether the employee is able to continue doing their job because of an on-going medical condition, the Centre/Nursery could also investigate the matter on the grounds of capability.

The Manager must keep the Registered Nominated Person up to date of all interviews and subsequent outcomes. Should the Disciplinary Procedure be initiated the Registered Nominated Person will share appropriate information with the board of Trustees to keep them updated and seek any relevant advice. The Trustees will have overall say on the outcomes of the Disciplinary Procedure.

Obtaining Medical Advice

As soon as it becomes clear that an employee's absence is cause for concern or long-term, the Manager and Registered Nominated Person should speak to the employee about obtaining explicit consent to request a medical report from the employee's GP and/or Consultant. This should provide information regarding the effects of the condition, the likely duration of the illness or condition and whether or not there are any steps that the Manager could take to facilitate the employee's return to work.

The Registered Nominated Person, accompanied by the Manager will provide the employee with the relevant information outlining the request for a medical report, in addition to the employee's rights and consent needed. The employee has the right to be accompanied by a colleague, relative or union representative. The Registered Nominated Person will follow this up in writing using the **Consent to obtain medical report from General Practitioner (GP) letter and form**, before proceeding to request the medical report from the GP.

If the medical reports indicate that there is no prospect of the employee returning to work in the foreseeable future, and there are no workplace adjustments that might help the employee's return, consideration will be given to ending the employee's employment on the grounds of capability.

Where an employee does not consent it may be necessary for the Nursery/Centre to make decisions without the benefit of further information. On receipt of the medical report the Registered Nominated Person in consultation with the Manager will share relevant information with the Trustees, with a view to carefully identifying what specific further actions should be taken.

Managers and Trustees should be aware that the Access to Medical Reports Act 1988 places certain restrictions on employers that wish to obtain medical information about employees from their own GP and also gives individuals a range of rights in relation to any such medical report.

All confidential information relating to an employee's health will be held in accordance with the requirements of the General Data Protection Regulations 2018 – special category data.

Capability

The definition of 'capability' refers to an employee's inability to perform work which is expected as part of their job role to a required standard due to insufficient skill level or aptitude.

Where an employee's capability issues are linked to ill-health and poor attendance these cases should be dealt with under the procedures for dealing with absence from work as detailed above.

Where an employee's poor performance is related to a qualifying disability under the Equality Act 2010, then requirements of the Act require the employer to make reasonable adjustments in the workplace and reasonable adjustments to the job. The employer must also not discriminate.

Where the employee's poor performance are related to behaviour rather than lack of application it should be dealt with through the Disciplinary Procedure.

The employee has the right to be accompanied by a colleague, relative or union representative.

Sick Pay

Normal statutory sick pay applies. Please refer to individual contract of employment.

The employer should maintain a reasonable level of contact with the employee during their absence. If the employee has been receiving Statutory Sick Pay (SSP), then after 28 weeks this will expire and the employer should provide the employee with form SSP1.

Maternity

Absence relating to pregnancy will be recorded separately from sickness records. Employees are entitled to reasonable time-off with pay, to attend antenatal clinics. Statutory Maternity Pay will apply as appropriate. Staff should endeavour to make routine appointments outside of work time where possible.

Disability

If the employee has a disability which is affecting their performance, the Centre/Nursery has a duty to put into place reasonable adjustments to prevent the employee being put at a disadvantage because of their disability. However, if they are unable to carry out their job even once reasonable adjustments are made, it may still be fair to dismiss a disabled employee.

Absence and time off for medical appointments relating to disability will be recorded separately from sickness records. We work within the framework of the 'Equality Act 2010' to ensure an inclusive and anti-discriminatory approach is adopted.

Terminal Illness

The Trustees are committed to supporting employees who are diagnosed with a terminal illness. Any such case should be discussed with the Manager and Trustees for consideration of options and what may be best for the employee in their individual circumstances.

Time off for Medical Appointments

Medical appointments for Doctor, Dentist, Optician, Hospital etc., should, wherever possible be booked outside of normal working hours. The Centre/Nursery does recognise that the booking of certain appointments may be beyond the control of employees. Time taken for appointments is unpaid. The Centre/Nursery, therefore, will consider employees making up hours lost to such appointments by taking a flexible approach to accommodating them to suit the needs of the Centre/Nursery. This will be done on a one to one basis through discussions and arrangements with the Centre/Nursery Managers.

Under the Equality Act 2010, reasonable adjustments will be made for disabled persons to be absent during working hours for rehabilitation, assessment or medical treatment.

Compassionate Leave and time off for Family Emergencies

The Centre/Nursery understands that some situations are beyond our control. Any decisions regarding paid leave are at the discretion of the Trustees and based upon the situation presented to them. Please refer to individual contract of employment.

Support for Staff

Appropriate support will be offered to staff to meet their individual needs. This could include: staggered return to work, following a long or complicated illness; allowing time for medication or dietary needs to be taken or administered. These measures will ensure the health, safety and wellbeing of staff and service users. Staff who need to take medication or have dietary requirements that need attention during working hours, be it during contact hours or whilst in the workplace, will be accommodated safely and are encouraged to speak with their respective line Manager, who will make sure that the appropriate procedures are put in place and individual needs catered for.

Annual Leave/Holiday Entitlement

Statutory minimum holiday entitlement will apply as appropriate. Please refer to individual contract of employment.

Sun Safety Policy

Aim

At Tots 'R' Us Nursery we want staff and children to enjoy the sun safely. Our aim is for staff and parents/carers to work together to ensure that our environment is a safe and healthy place for everyone. Children may spend a lot of their time outdoors during the summer months and at this young age they are unable to take responsibility for their own sun protection.

Tots 'R' Us Nursery is committed to ensuring all staff are actively involved in the implementation of this policy, and that they consider the UV forecast and sun protection/control measures during outdoor play or activities.

Together with parents/carers, we want to take responsibility to ensure that the children are adequately protected from the harmful effects of the sun. Very young children have sensitive skin that can be easily damaged by the sun's dangerous ultra violet (UV) rays. Too much exposure to UV rays from the sun causes sunburn, skin damage and increases the risk of skin cancer. Sun exposure in the first 15 years of life contributes significantly to the lifetime risk of skin cancer.

Although fair skinned people are more at risk from sun damage, sun protection is relevant to both fair and dark skinned children.

There is potential for nurseries to help prevent skin cancer in future generations because:

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

The main elements of this policy are:

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

Partnership

- Sun safety will be promoted through working with parents, staff and the wider community to improve our understanding and provision to avoid the harmful effects of too much exposure to UV light
- Staff should act as positive role models and set a good example by seeking out the shade whenever possible and wearing suitable clothing, hat and sunscreen
- Parents/carers must sign a permission form to give staff permission to apply sunscreen through the day
- The Nursery requests parents/carers apply sunscreen to their child/ren before they arrive for their morning or afternoon session, so that they are prepared to go out in the outdoor area with protection in place

Education

- Parents and carers will be asked through letters/newsletters to support this policy by encouraging their children to adopt the Slip, Slop, Slap message and act as role models
- Children will be taught the 'Slip, Slop, Slap' song which will help them remember the basic Sun Safe message

- Children will be read 'George the Sun Safe Superstar', an illustrated, rhyming story that educates children on the importance of sun safety and staff will regularly reinforce the sun safe messaging through discussion
- Children will be taught and encouraged to stay safe in the sun with the, 'No hat - play indoors' approach
- Using a rota system, we will select a different child each day to be the UV monitor, encouraging all children to take part and take turns
- We will display the daily UV level to engage the children and reinforce the importance of sun safety on a daily basis during warmer months

Protection

Shade:

- The Nursery outdoor area has shade provided by the building, outdoor canopy, outdoor cabin, trees and we have temporary structures i.e. tent's etc. for use during outdoor play
- Children will be encouraged to use the shaded areas during playtimes when appropriate
- The Nursery routine may be changed on extremely hot days so the children are not outside during the hottest part of the day
- We conduct shade assessments to consider future needs and are committed to improving shade solutions where necessary. This is built into our annual risk assessment

UV Levels:

- We use the UV Lens app to check UV levels each day prior to going outdoors
- We are committed to monitoring UV levels daily during warmer months to ensure appropriate sun safety measures are implemented when necessary
- We ensure sunscreen is applied when UV levels reach 3 or above, before periods of outdoor play/activities, and reapplied at least every 2 hours when required
- We encourage children to play in the shade as much as possible when UV levels reach 3 or above, particularly between peak UV hours (11am - 3pm)
- We monitor and limit time children spend outdoors according to UV levels and during peak UV hours (11am - 3pm)

Clothing:

- Parents/carers will be informed accordingly of the importance to provide the Nursery with appropriate sun hats for their child. We advise bucket or surfie style hats with a brim of at least 5cm for pre-school aged children
- Parents/carers will be informed accordingly to provide a labelled bottle of sunscreen as advised by the national skin cancer charity 'Skcin', which can be stored in the Nursery ready for the warmer weather
- The Nursery will provide spare appropriate sun hats as described above, and a high factor sunscreen (30+) which will be on site at all times
- The children will be encouraged to wear clothes that provide good sun protection

Drinking Water:

- Additional water is provided during the warmer months
- Children are encouraged to increase their water intake in hot weather and are encouraged to drink water during outdoor play times

Top Tips for parents and carers to ensure child safety in the sun

- Use shade. Keep babies in complete shade under umbrellas, trees, canopies or indoors
- Cover children up. Dress them in cotton clothing that is loose fitting with a close-weave like an over-sized long-sleeved-shirt or a sun suit specifically designed for children
- Don't put children in vest tops or sundresses if they are spending a lot of time outdoors, shoulders and necks get easily burned!

- Protect head, shoulders and necks. Use bucket or surfer style hats with a brim of at least 6cm (for primary school children and older) or 5cm (for pre-school children). The wider the brim the more skin will be shaded
- Buy good quality, wraparound sunglasses
- Apply a broad-band sunscreen correctly. Look for the 5 star rating when buying your sunscreen. 5 star products provide the best balanced protection against all UV rays. Use a factor 30+ sunscreen before children go outdoors and reapply once they are in the sun to be sure of good coverage. Think of applying sunscreen like painting a wall with a textured surface, where two coats are almost always required for satisfactory coverage. In the same way, two "coats of sunscreen" may be required for adequate protection
- Lots of the brands of sunscreen have special baby or toddler products, which are much gentler on the skin. Some sunscreens are coloured and make applying them fun. Test the sunscreen on a small area of the child's skin before using it to make sure there won't be any reaction.
- Don't forget shoulders, ears, nose and cheeks and tops of feet
- Always use waterproof sunscreen when children are swimming or playing outdoors with water
- Always reapply sunscreen after perspiring or after towelling
- Don't forget nursery times; remember playtimes and lunch-breaks. Give children a hat to wear at nursery, and, if they can't apply sunscreen at nursery cover their exposed skin with factor 30+ before they go
- Act as good role models and make adults set a good example when out in the sun.
- Our setting will regularly monitor and review the effectiveness of this policy and will update the policy on an annual basis in-line with renewing our Sun Safety Nurseries annual accreditation

Transitions Policy

At Tots 'R' Us Nursery we endeavour to ensure a smooth transition for children between our Nursery and nursery/school. Children and parents/carers need to feel secure and confident to face the challenge of starting nursery/school and the significant changes as they progress through their school life. We recognise that children are vulnerable at stages of transition. We implement a range of strategies and activities to ensure a smooth and happy transition.

We will take the following steps to aid a smooth transition:

Home to Nursery

- We encourage visits with parents and carers to the Nursery prior to starting. This provides opportunities to see the Nursery running smoothly, to participate in some activities and to observe how the child is settling
- We operate a key person approach, where each child is observed by one person who should meet that child's needs and be the first port of call for the parent/carer
- We allow flexible start times and finish times, with parents/carers able to stay where appropriate
- Regularly review each child's settling with parents/carers and key person
- Prior to child starting Nursery, we meet with parents/carers to share information about how the Nursery operates (attendance, fees, hours etc.)
- We offer a home visit service (see Home Visits below) and provide a booklet showing pictures of the Nursery and its staff
- The Nursery collects the following information about the child prior to them starting: Important adults in the child's life and siblings; child's interests; dietary needs and allergies, any special needs or disability, what soothes/comforts them, child's motivation/schemas (patterns of play). The parent/carer and child complete a 'Getting to know me' booklet provided by the Nursery (information is recorded and stored in line with our Confidentiality, Data Protection and Sharing Information Policy).

During the first few sessions when the child joins Nursery

- Collect current contact information in order for parents/carers to return to collect distressed children
- Encourage parents/carers to stay close to the Nursery and return if their child is distressed
- Create an informal, relaxed start to the session, coming into an active environment with continuous provision (as opposed to carpet based or registration routines)
- Offer flexible admission and settling procedures to address the individual needs of children and families
- We encourage links with other settings as children can attend more than one setting

Nursery to nursery/school

- Liaise with and arrange for visits from/to nursery/school
- Supply information/photographs of prospective nursery/school
- Prepare any assessments/profiles as required by Statutory Framework for the Early Years Foundation Stage to be shared with the prospective nursery/school

Home Visit

A home visit provides an opportunity for the key person to meet the child and family in their own home prior to the child starting the Nursery. The purpose of the visit is to help the child, family and key person get to know more about each other in the home environment where the child usually feels most relaxed. The home visit is an optional service that the Nursery provides, should any parents/carers wish to take up the offer. We inform the parents/carers of the home visits in the parent/carers welcome pack.

Procedure:

- The child is allocated a key person prior to the child starting Nursery
- The Nursery Manager contacts the parent/carers and arranges a time that is mutually convenient for the family, the key person and an additional member of staff
- Two members of staff (the key person and another staff member) will always attend a home visit. The staff will make their own way to and back from the family's home, and this will take place during normal working hours wherever possible
- The key person will use the home visit as a means of talking to the family, gaining information about the child and answering any questions the family may have. The additional staff member will probably give attention to the child during this time
- The Nursery collects the following information about the child prior to them starting: important adults and siblings in the child's life; child's interests; dietary needs and allergies, any special needs or disability, what soothes/comforts them, child's motivation/schemas (patterns of play). The parent/carers and child complete a 'Getting to know me' booklet provided by the Nursery
- The key person and member of staff will stay together during the home visit and would not expect to be left alone with the child during the visit
- Visits will last approximately 30 minutes
- The key person and member of staff will be conscious of the fact that they are guests in the family's home and will treat all families with a high level of respect and regard during the visit
- At any time during the visit, parents/carers may ask both members of staff to leave and do not have to give a reason why
- To ensure the safety of our staff whilst undertaking home visits, they must, prior to the visit complete the 'Recording Home Visits' form. Before leaving for the visit this must be handed to their designated 'buddy'.

Trustee Code of Conduct

It is the responsibility of management committee members or Trustees to:

- Act within the governing document and the law – being aware of the contents of the organisation’s governing document and the law as it applies to the CIO.
- Act in the best interest of the CIO as a whole – considering what is best for the organisation and its beneficiaries and avoiding bringing the CIO into disrepute.
- Manage conflicts of interest effectively – registering, declaring and resolving conflicts of interest. Not gaining materially or financially unless specifically authorised to do so.
- Respect confidentiality – understanding what confidentiality means in practice for the CIO, its board and the individuals involved with it.
- Have a sound and up-to-date knowledge of the CIO and its environment – understanding how the CIO works and the environment within which it operates.
- Attend meetings and other appointments or give apologies – considering other ways of engaging with the organisation if regularly unable to attend management committee meetings.
- Prepare fully for meetings and all work for the CIO – reading papers, querying anything you don’t understand and thinking through issues in good time before meetings.
- Actively engage in discussion, debate and voting in meetings – contributing positively, listening carefully, challenging sensitively and avoiding conflict.
- Act jointly and accept a majority decision – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
- Work considerately and respectfully with all – respecting diversity, different roles and boundaries, and avoiding giving offence.

Trustees are expected to honour the content and spirit of this code.

Visitors Policy

At Tots 'R' Us Nursery, we aim to protect the children in our care at all times. This includes making sure any visitors to the Nursery are properly identified and supervised. It is vitally important to ensure children's safety and security within the Nursery. This policy is to ensure that the safety of the children as well as the staff remains a priority at all times regarding visitors.

This policy links to our Safeguarding and Child Protection Policy, Prevent Policy, and E-Safety Policy (mobile phones and tablets).

All children are supervised by staff at all times, and will always be within sight of a member of staff. We take security steps to ensure that we have control over who comes into the Nursery so that no unauthorised person has unsupervised access to the children.

In the first instance, all visitors are encouraged to make an appointment, which is recorded in the office diary. All doors to the Nursery are kept locked at all times and are operated by a number code lock entry device, which is only available to designated personnel.

Visitors to the Nursery are required to report to the Centre's main office, explaining, who they are and the nature of their visit. Office staff will request the visitor to complete the 'visitor's book', which must include the visitor's name, the date and time of the visit, before notifying the Nursery of the visitor's arrival. The Manager or most senior person in charge will meet the visitor and confirm identity.

All visitors are supervised whilst on the premises. Where possible, visitors/contractors will not have access in the areas the children use during the operational hours of the Nursery.

If the visitor does not have an appointment or is unknown to the Nursery, it will be at the Manager's discretion whether she is able to meet with the visitor at that time. The visitor can leave contact details of whom they are and the reason for the visit, together with a contact number of their organisation for further verification and contact. All visitors must sign out before they leave.

No meetings or visits will take place in the Nursery unless it has been pre-arranged and agreed, for example; organised event for parents/carers or parents/carers wishing to view the Nursery prior to their child attending. However, in most cases this would be organised outside of the operational hours of the Nursery when children are not in attendance.

Parents and carers dropping off and collecting children will be required to wait outside the Nursery gates until they are unlocked at the designated times at the beginning and end of sessions. Once all children are in the Nursery, all gates and doors are locked. Any parent/carer arriving late will ring the Nursery doorbell and wait at the gate. The doorbell is situated to the left of the Nursery gate.

A Visitors Health and Safety poster is on display in the Centre. This provides information to enable visitors to join our commitment and legal responsibility to ensure a safe and healthy working environment is enjoyed by all.

CCTV is in operation both internally and externally at the Centre.

Visitor Health and Safety Information

Welcome to Eastlea Community Centre

The following information is provided to enable you to join our commitment and legal responsibility to ensure a safe and healthy working environment is enjoyed by all.

All visitors are required to report to the Centre's reception, explaining, who they are and the nature of their visit. Office staff will request the visitor to complete the 'visitors' book', which must include the visitor's name, the date and time of the visit, before notifying the host of the visitor's arrival. All visitors must sign out on leaving.

The visitors' book is used during any emergency evacuation of the premises to assist in roll call.

Visitors will normally be accompanied by a member of staff (host), but where this is not the case, visitors should follow the emergency procedures set out below.

Visitor Fire Evacuation Procedure

In the event of the alarm sounding, the visitor's host must escort them to the assembly point. If the visitor is not accompanied by a staff member, the visitor is expected to follow the direction of other staff. No member of staff should travel further into the building in order to look for a visitor for whom they are responsible. Fire evacuation procedures require that the designated fire warden takes the visitor book with them to the assembly point. This is then used to assist in checking that the building is clear. The assembly point is located in the rear of the car park.

Safety Signs

Please pay attention to, and obey the safety signage both in and outside of the Centre. If you are unsure of what the signage means please ask your host.

Reducing risks and reporting

We are committed to providing a safe environment so we would strongly encourage you to report any hazards, accidents, incidents or near-misses to your host.

Equipment

Please ensure that any equipment brought onto the premises is in a safe and suitable condition.

Smoking

Smoking is only permitted in the designated shelter in the garden area at the rear of the car park. Bins are provided for the disposal of cigarette butts.

Personal

Please ensure that appropriate action is taken to secure any valuable or personal items. The Centre cannot accept responsibility for loss or damage to personal property belonging to visitors.

Parking and Pedestrian Safety

Please use the footpaths where provided. Parking is available. Please be aware of our 'slow down' signs.

First Aid

If you have a medical condition you think we should be aware of please inform your host. If you need first aid, please notify your host or ring 999.

CCTV is in operation both internally and externally at the Centre

Volunteer Policy

Purpose of policy

The purpose of this policy is to provide overall guidance and direction to members, staff and volunteers. This policy is an internal management guidance document and does not constitute a binding contractual or personnel agreement.

Definition of a Volunteer

A volunteer is defined as an individual who gives some time, freely and by choice, without pay, for the benefit of others in the community.

Value of Volunteering

The CIO recognises that people may wish to do voluntary work in order to learn, develop new skills or gain employment experience. We believe that volunteering helps to effect social change and improves the quality of life for all.

The CIO recognises that it will benefit from the work achieved through volunteers and the experience each volunteer will bring to the organisation. Therefore, volunteers deserve appropriate support and recognition.

Equal Opportunities

The Equal Opportunities and Inclusion Policy will apply and no person seeking voluntary work with the organisation shall be discriminated against on the grounds of ethnic origin, age, sexuality, marital status, disability or religious beliefs.

Recruitment of Volunteers

The recruitment of volunteers is in line with our Employment and Recruitment Policy. The CIO will not recruit volunteers to displace any paid employee from his or her position or to undertake any voluntary work, which is the responsibility of an employee.

Potential volunteers must complete the Centre/Nursery's Application Form. Two references are required; these could be a friend of the family, work colleague, teacher at college, etc., but must not be a relative.

All potential volunteers will be interviewed, a two-way process, to assess their suitability with the organisation and if the organisation is the right one for the potential volunteer. This is also an opportunity for the volunteer to ask any questions regarding the work and the nature of the organisation.

Agreement

The Centre/Nursery Managers and Trustees are responsible for identifying worthwhile volunteer opportunities that complements the work of paid staff. Decisions to involve volunteers are made following team meeting discussion between the Trustees, Centre/Nursery Managers and appropriate staff.

All volunteers will receive a copy of the Role of the Volunteer. An agreement will be drawn up on the basis of the work offered and what is expected of the volunteer. All volunteers sign a Volunteer Agreement. We expect all volunteers to read and understand the policies and procedures relevant to their role and operate within this framework.

The disciplinary and grievance procedures of the CIO will apply to volunteers.

Disclosure and Barring Service Check

As appropriate to the safeguarding and protection procedures, volunteers will be asked to submit to a Disclosure and Barring Service check if they are to be working with children or vulnerable adults.. Volunteers who do not agree to the background check where needed will not be allowed to volunteer with the services of the Centre/Nursery.

Confidentiality

Volunteers will be clearly briefed by their supervisor about the importance of keeping confidential information gained in the course of their voluntary work.

Volunteers are responsible for maintaining the confidentiality of privileged information to which they are exposed while working, whether this information involves service users, members of staff, volunteers, other persons or the overall business of the organisation. Volunteers must sign and abide by Confidentiality, Data Protection and Sharing Information Policy of the CIO. Should infringement occur by a volunteer appropriate disciplinary action will be taken.

Maintenance of records

A system of records will be maintained on each volunteer, including dates of service, positions held, training, supervision, duties performed and evaluation work. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information in a timely and accurate fashion. Volunteers' personal records shall be accorded the same confidentiality as staff personal records.

Induction

All volunteers will receive an induction to the Centre/Nursery and be provided with a volunteer role description to clarify expectations. Volunteers will be given an induction programme to work through with their allocated line manager, which will cover the volunteer role and structure, background, staff roles, and organisational policies and procedures.

Probationary Period

All volunteer placements shall carry a trial period of six weeks, which forms part of the three-month probationary period. At the end of this trial period, an interview will take place, to determine the suitability of the role for both the volunteer and the Centre/Nursery. Future volunteering is dependent upon the outcome of the trial period.

Supervision and Support

Each volunteer will be allocated a supervisor to whom he/she can be accountable and the frequency of supervision will be agreed between the volunteer and supervisor.

Reimbursement of Expenses

Volunteers are eligible for reimbursement of travel and other reasonable expenses incurred while undertaking work for the CIO. Prior approval must be sought. Car mileage will be reimbursed per mile. All expenses will be reimbursed on production of a valid receipt and completed expense form.

Insurance

The Centre has insurance policies in respect of public liability and personal accident.

Training

Training opportunities are offered within the limits of the CIO's resources. We provide appropriate information and training to support and enable the successful completion of the voluntary role.

Health and Safety

The CIO aims to provide and maintain safe and healthy working conditions, equipment and systems of work for staff and volunteers and to provide such information, training and supervision to achieve this aim.

References

Volunteers moving onto other voluntary work or paid employment will be entitled to receive references from the Centre/Nursery.

What, where, why and when to inform Ofsted

All registered early years providers must notify Ofsted with which they are registered, of any change. Therefore Tots 'R' Us Nursery must advise Ofsted of the following:

- The address of the premises (and seek approval to operate from those premises where appropriate).
- To the premises which may affect the space available to children and the quality of childcare available to them.
- In the name or address of the provider, or the provider's other contact information.
- To the person who is managing the early years provision.
- Any proposal to change the hours during which childcare is to be provided which will entail the provision of overnight care.
- Any significant event which is likely to affect the suitability of the early years provider to look after children.
- Any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.
- Where the early years provision is provided by a company, any change in the name or registered number of the company.
- Where the early years provision is provided by a charity, any change in the name or registration number of the charity.
- Where the childcare is provided by a partnership, body corporate or unincorporated association, any change to the "nominated individual".
- Where the childcare is provided by a partnership, body corporate or unincorporated association whose sole or main purpose is the provision of childcare, any change to the individuals who are partners in, or a director, secretary or other officer or members of its governing body.

Where it is reasonably practicable to do so, notification must be made in advance. In other cases, notification must be made as soon as is reasonably practicable, but always within 14 days. A registered provider who, without reasonable excuse, fails to comply with these requirements commits an offence.

Contact details for Ofsted:

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

**Telephone: 0300 123 1231
Text phone: 0161 618 8524
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk**

Monitoring and Evaluation

Once a year the Registered Nominated Person on behalf of the Trustees of Eastlea Community Centre (ECC) and the Manager of Tots 'R' Us Nursery will meet to discuss the extent to which practice conforms to the content of these policies and procedures. In light of any new safeguarding and child protection legislation and best practice advice on any of the policies and procedures within, prior to the proposed review date, any amendments or additions are to be taken to the next normal meeting of the Trustees for approval and adoption.

These policies and procedures are authorised by the Registered Nominated Person on behalf of the Trustees of ECC and the Nursery Manager. Any amendments are completed out by those stated, following updates in legislation and recommendation taken from the Durham Safeguarding Children's Partnership, Early Years Education Safeguarding Lead and the Equality and Inclusion Education Development Advisers in the Children and Adults Services, Durham County Council.

The Registered Nominated Person and the Nursery Manager maintain the current version of these policies and procedures and related documents.

The Trustees formally agreed and adopted the latest amendments to these policies and procedures on 28.04.23.

The next annual review date is April 2025.

Name of Trustee: Craig Bell

Signature:

Name of Nursery Manager: Mrs Michelle Todd

Signature:



Name of Centre Manager: Mr Adam Chapman

Signature:

The addition of the Privacy Notice and amendments to the Confidentiality, Data Protection and Sharing Information Policy were made to reflect changes and compliance to the new General Data Protection Regulations of 25 May 2018. These were adopted by the CIO

Record of Adoption of Policies & Procedures and Amendments 2013–2024 (Nursery Only)

Policy and Procedures	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by
Our Ethos and Aims	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Policy and Procedure requirements of the Early Years Foundation Stage	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Abusive Parent/Carer/Visitor Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Accident/Incident (Existing Injuries) Policy & Emergency Procedure	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Attendance, Admissions and Fees Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman Todd				
Alcohol and Substance Misuse Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Allergy Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Animals in Setting Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Code of Conduct for Parents, Carers and Visitors	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Complaints Policy and Procedure	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Confidentiality, Data Protection and Sharing Information Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Early Years Foundation Stage (EYFS) Learning and Development	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Emergency Evacuation Policy and Procedures	28.04.23	M Todd C Bell	10.06.24	A Chapman Todd				
Epidemic and Pandemic Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Employment & Recruitment Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Equal, Diversity & Inclusion Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
E-Safety Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Health and Safety Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Lockdown Policy and Procedure	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Lone Worker Policy (ECC & Nursery)	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Looked After Children Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman Todd				
Medication Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Missing Child Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Outings Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Parent/Carer Involvement Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Personal Care Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Positive Behaviour and British Values Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman Todd				
Prevent Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				

Privacy Notice	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Safeguarding and Child Protection Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Safeguarding and Child Protection Procedure and Contact Details	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Sick Child Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Smoke Free Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Special Educational Needs & Disabilities Policy (SEND)	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Staff Behaviour Policy	28.04.23	M Todd C Bell	10/06/24 REMOVED DUE TO REPETITION	A Chapman M Todd				
Staff Sickness and Absence Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Sun Safety Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Transitions Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Late & Uncollected Child Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Visitors Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Visitors Health & Safety Information	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Volunteer Policy	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
What, where, why and when to inform Ofsted	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Monitoring and Evaluation	28.04.23	M Todd C Bell	10.06.24	A Chapman M Todd				
Policy and Procedures	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by
Our Ethos and Aims	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Policy and Procedure requirements of the Early Years Foundation Stage	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Abusive Parent/Carer/Visitor Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Accident/Incident (Existing Injuries) Policy & Emergency Procedure	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Attendance, Admissions and Fees Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Alcohol and Substance Misuse Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Allergy Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Animals in Setting Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Code of Conduct for Parents, Carers and Visitors	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Complaints Policy and Procedure	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Confidentiality, Data Protection and Sharing Information Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Early Years Foundation Stage (EYFS) Learning and Development	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Emergency Evacuation Policy and Procedures	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Epidemic and Pandemic Policy	10.06.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Employment & Recruitment Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Equal, Diversity & Inclusion Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
E-Safety Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Health and Safety Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Lockdown Policy and Procedure	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	N/A	

Lone Worker Policy (ECC & Nursery)	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Looked After Children Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Medication Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Missing Child Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Outings Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Parent/Carer Involvement Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Personal Care Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Positive Behaviour and British Values Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Prevent Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Privacy Notice	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Safeguarding and Child Protection Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Safeguarding and Child Protection Procedure and Contact Details	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Sick Child Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Smoke Free Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Special Educational Needs & Disabilities Policy (SEND)	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Staff Behaviour Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	REMOVED 10.06.24	AC & CB
Staff Sickness and Absence Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Sun Safety Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Transitions Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Late & Uncollected Child Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Visitors Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Visitors Health & Safety Information	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Volunteer Policy	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
What, where, why and when to inform Ofsted	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Monitoring and Evaluation	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
What, where, why and when to inform Ofsted	13.01.20	M. Blackwell M. Todd	15.03.21	C Bell M. Todd	28.04.22	C Bell M. Todd	10.06.24	AC & CB
Policy and Procedures	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by	Annual Review / Adopted	Authorised by
Our Ethos and Aims	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Policy and Procedure requirements of the Early Years Foundation Stage	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Abusive Parent/Carer/Visitor Policy				M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Accident/Incident (Existing Injuries) Policy & Emergency Procedure	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Attendance, Admissions and Fees Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Alcohol and Substance Misuse Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Allergy Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Animals in Setting Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Code of Conduct for Parents, Carers and Visitors				M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Complaints Policy and Procedure	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Confidentiality, Data Protection and Sharing Information Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Early Years Foundation Stage (EYFS) Learning and Development	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Emergency Evacuation Policy and Procedures	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Employment & Recruitment Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Equal, Diversity & Inclusion Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
E-Safety Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Health and Safety Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Lockdown Policy and Procedure				M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Looked After Children Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Medication Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd

Missing Child Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Outings Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Parent/Carer Involvement Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Personal Care Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Positive Behaviour and British Values Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Prevent Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Privacy Notice			16.5.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Safeguarding and Child Protection Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Safeguarding and Child Protection Procedure and Contact Details	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Sick Child Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Smoke Free Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Special Educational Needs & Disabilities Policy (SEND)	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Staff Behaviour Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Staff Sickness and Absence Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Transitions Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Late & Uncollected Child Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Visitors Policy	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Visitors Health & Safety Information						M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Volunteer Policy			24.7.17	M. Blackwell J. Waller	26.11.18	M. Blackwell J. Waller	04.03.19	M. Blackwell M. Todd
What, where, why and when to inform Ofsted	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
Monitoring and Evaluation	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd
What, where, why and when to inform Ofsted	13.12.16	M. Blackwell M. Todd	19.3.18	M. Blackwell M. Todd	26.11.18	M. Blackwell M. Todd	04.03.19	M. Blackwell M. Todd

Policy and Procedures	Date Adopted	Authorised by	Date Reviewed	Authorised by	Annual Review	Authorised by
Our Ethos and Aims	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Policy and Procedure requirements of the Early Years Foundation Stage	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Admissions Policy & Policy on Fees Payment and Attendance	09.12.2013	M. Blackwell M. Todd	02.02.2015 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Parental/Carer Involvement Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Staff, Volunteer and Employment Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Social Networking Policy	20.03.2014	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Equal Opportunities & Inclusion Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Early Years Foundation Stage (EYFS) Learning and Development	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Transitions Policy	09.12.2013	M. Blackwell M. Todd	10.07.2014 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Home Visits Policy	10.07.14	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Behaviour Management Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Special Educational Needs & Disabilities Policy (SEND)	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Looked After Children Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Sharing Information and Records Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Confidentiality Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Safeguarding and Child Protection Policy	09.12.2013	M. Blackwell M. Todd	20.03.2014 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Prevent Policy	2.11.2015	M. Blackwell M. Todd				M. Blackwell M. Todd
Safeguarding and Child Protection Procedure and Contact Details	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd

Policy if a child is not collected on time	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Operational procedure for outings	20.03.2014	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Lost or Missing Child Procedure	09.12.2013	M. Blackwell M. Todd	20.03.2014 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Intimate Care Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Visitors	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Tablet, mobile phone and recording device Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Health and Safety Policy	09.12.2013	M. Blackwell M. Todd	20.03.2014 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Accident/Incident Reporting & Emergency procedure	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Sick Child & Existing Injuries Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Medication Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Allergy Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Alcohol and Drugs Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Emergency Evacuation Procedures	09.12.2013	M. Blackwell M. Todd	20.03.2014 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Smoke Free Policy	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Animals in Setting	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Complaints Procedure	09.12.2013	M. Blackwell M. Todd	20.03.2014 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
What, where, why and when to inform Ofsted	09.12.2013	M. Blackwell M. Todd	04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd
Monitoring and Evaluation	09.12.2013	M. Blackwell M. Todd	20.03.2014 04.06.2015	M. Blackwell M. Todd	01.09.15	M. Blackwell M. Todd