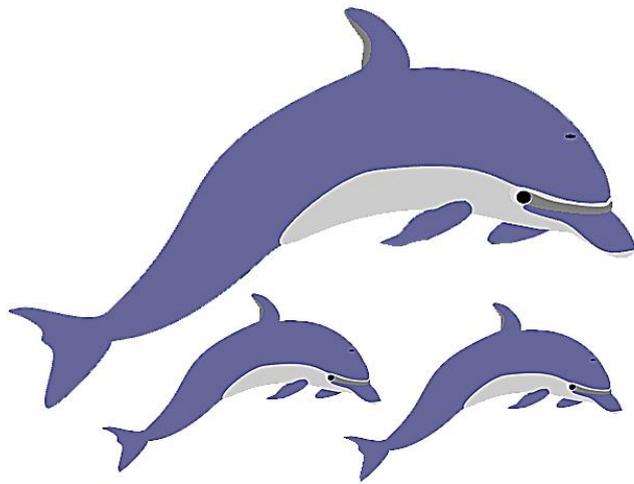


# Policies and Procedures



**The Dolphin**  
Pre School and Nursery

Raddenstile Lane, Exmouth

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A parent guide to the EYFS is given to all parent/carer(s) when they receive their contract or a copy can be downloaded from our website here

<http://www.dolphinnursery.co.uk/policies.php>

A full copy of the framework can be found at

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

# Safeguarding

## Safeguarding Children

### **Purpose and Aims**

The purpose of the Dolphin's safeguarding policy is to provide a secure framework for the workforce in safeguarding and promoting the welfare of those children/young people who attend our setting. The policy aims to ensure that:

- All our children are safe and protected from harm.
- Other elements of provision and policies are in place to enable children to feel safe and adopt safe practices;
- Staff, children, owners, visitors, volunteers and parent/carer(s) are aware of the expected behaviours' and the settings legal responsibilities in relation to the safeguarding and promoting the welfare of all of our children.

### **Ethos**

*'Every child deserves the best possible start in life and the support that enable them to fulfil their potential.. A secure, safe and happy childhood is important in its own right.'* Statutory Framework for the Early Years Foundation Stage (EYFS)

Safeguarding at the Dolphin is considered everyone's responsibility and as such our setting aims to create the safest environment within which every child has the opportunity to achieve their full potential. The Dolphin recognises the contribution it can make in ensuring that all children registered or who use our setting feel that they will be listened to and appropriate action taken. We will do this by working in partnership with other agencies in accordance with **Working Together to Safeguard Children March 2015**<sup>1</sup> and seeking to establish effective working relationships with parents, carers and other colleagues to develop and provide activities and opportunities that will help to equip our children with the skills they need. This will include materials and learning experiences that will encourage our children to develop essential life skills and protective behaviours.

<sup>1</sup> <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

### **Responsibilities and expectations**

The Dolphin has directors whose legal responsibility it is to make sure that the setting has an effective safeguarding policy and procedures in place and monitors that the setting complies with them.

The Directors should also ensure the following:-

- that the safeguarding policy is made available to parents and carers if requested.
- that all staff and volunteers are properly checked to make sure they are safe to work with the children who attend our setting.
- that the setting has procedures for handling allegations of abuse made against members of staff (including the Manager) or volunteers.
- the safe and appropriate use of cameras, mobile phones, technology and on line equipment within the setting.
- the Counter Terrorism and Security Act 2015 which places a duty on early years and childcare providers "to have due regard to the need to prevent people from being drawn into terrorism" (The Prevent Duty) is implemented, taking into account the Local Safeguarding Children's Board 'Prevent'<sup>2</sup> policies, protocols and procedures and ensuring the Fundamental British Values are implemented as stated in the EYFS.
- a Safeguarding Designated Officer (SDO) is appointed who has lead responsibility for dealing with all safeguarding issues in our setting. The **Safeguarding Designated Officer** is **Mellissa Bartlett**. If they are not available then contact the **Deputy Safeguarding Designated officer Nicole Pridham**. (*these people can also be contacted with any safeguarding concerns*).

The responsibilities for the Safeguarding Designated Officer (SDO) are:-

- to ensure that all safeguarding issues raised in setting are effectively responded to, recorded and referred to the appropriate agency.
- Be responsible for arranging the whole settings safeguarding training for all staff and volunteers who work with the children and young people. The SDO must ensure that the whole settings safeguarding training takes place at least every three years; which they can deliver in-house provided they are linked in to the support and quality assurance process offered by the Local Authority and the Local Safeguarding Children's Board.
- to attend or ensure that a senior member of staff who has the relevant training and access to appropriate supervision, attends where appropriate, all child protection case conferences, reviews, core groups or

meetings where it concerns a child in our care and to contribute to multi-agency discussions to safeguard and promote the child's welfare.

- for ensuring the acceptable, safe use and storage of all camera technology, images, and mobile phones through the implementation, monitoring and reviewing of the appropriate policies and procedures. This includes the on-line Safety Policy which includes Camera & Image Policy, Mobile Phone Policy, Acceptable Use Policy.
- Interrupting and implementing the Fundamental British Values.

All Child Protection concerns need to be acted on **immediately**. If you are concerned that a child may be at risk or is actually suffering abuse, you must tell the Safeguarding Designated Officer.

**All Adults, including the SDO, have a duty to refer all known or suspected cases of abuse to the relevant agency including MASH (Multi Agency Safeguarding Hub), Children and Young Peoples Service (CYPS) – Social Care, or the Police.** Where a disclosure is made to a visiting staff member from a different agency, e.g. Early Years Consultants, Health Visitors, it is the responsibility of that agency staff to formally report the referral to the Setting's Designated Person in the first instance. Any records made should be kept securely on the Child's Protection file.

<https://www.gov.uk/government/publications/prevent-duty-guidance> [http://www.foundationyears.org.uk/files/2015/03/Fundamental\\_British\\_Values.pdf](http://www.foundationyears.org.uk/files/2015/03/Fundamental_British_Values.pdf)

### **Recognising concerns, signs and indicators of abuse**

Safeguarding is not just about protecting children from deliberate harm. For our setting it includes such things as child safety, bullying, racist abuse and harassment, visits, intimate care and internet safety etc. However it must be acknowledged that technology itself will not present the greatest risk, but the behaviours of individuals using such equipment will. The witnessing of abuse can have a damaging affect on those who are party to it, as well as the child subjected to the actual abuse, and in itself will have a significant impact on the health and emotional well-being of the child. Abuse can take place in any family, institution or community setting, by telephone or on the internet. Abuse can often be difficult to recognise as children may behave differently or seem unhappy for many reasons, as they move through the stages of childhood or their family circumstances change. However, it is important to know the indicators of abuse and to be alert to the **need to consult further**.

### **Physical Abuse**

This can involve hitting, shaking, throwing, poisoning, punching, kicking, scalding, burning, drowning and suffocating. It can also result when a parent or carer deliberately causes the ill health of a child in order to seek attention through fabricated or induced illness. This was previously known as Munchausen's Syndrome by Proxy.

### **Emotional Abuse**

Emotional Abuse is where a child's need for love, security, recognition and praise is not met. It may involve seeing or hearing the ill-treatment of someone else such as in Domestic Violence or Domestic Abuse. A parent, carer or authority figure is considered emotionally abusive when they are consistently hostile, rejecting, threatening or undermining toward a child or other family member. It can also occur when children are prevented from having social contact with others or if inappropriate expectations are placed upon them. Symptoms that indicate emotional abuse include:

- Excessively clingy or attention seeking.
- Very low self-esteem or excessive self-criticism.
- Withdrawn behaviour or fearfulness.
- Lack of appropriate boundaries with strangers; too eager to please.
- Eating disorders or self-harm

### **Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may include physical contact both penetrative and non-penetrative, or viewing pornographic material including through the use of the internet. Indicators of sexual abuse include: allegations or disclosures, genital soreness, injuries or disclosure, sexually transmitted diseases, inappropriate sexualized behaviour including words, play or drawing.

Child Sexual Exploitation is a form of abuse of which involves children (male and female, of different ethnic origins and of different ages) receiving something (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) in exchange for sexual activity. It can occur through the use of technology without the child's immediate recognition.

### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs which can significantly harm their health and development. Neglect can include inadequate supervision (being left alone for long periods of time), lack of stimulation, social contact or education, lack of appropriate food, shelter, appropriate clothing for conditions and medical attention and treatment when necessary.

## What to do if you are concerned

If a child makes an allegation or disclosure of abuse against an adult or other child or young person, it is important that you:

- Stay calm and listen carefully
- Reassure them that they have done the right thing in telling you
- Do not investigate or ask leading questions
- Let them know that you will need to tell someone else
- Do not promise to keep what they have told you a secret
- Inform your Safeguarding Designated Officer as soon as possible
- Make a written record of the allegation, disclosure or incident which you must sign, date and record your position using the setting safeguarding record log forms

If you are concerned that a member of staff or adult in a position of trust poses a danger to a child or young person or that they might be abusing a child or young person you should report your concerns to the Safeguarding Designated Officer. Where those concerns relate to the Safeguarding Designated Officer however, this should be reported to the Directors using the settings 'Whistle blowing' policy.

## Managing Allegations

We are aware of the possibility of allegations being made against members of staff or volunteers that are working or may come into contact with children and young people whilst in our setting. Allegations will usually be that some kind of abuse has taken place. This could include inappropriate behaviour displayed by members of staff or other persons working with the children such as inappropriate sexual comments, excessive one to one attention beyond the requirements their role and responsibilities, inappropriate sharing or images. They can be made by children and young people or other concerned adults. Allegations are made for a variety of reasons:

- Abuse has actually taken place.
- Something has happened to the child that reminds them of a past event – the child is unable to recognize that the situation and people are different; Children can misinterpret your language or your actions.
- Some children recognise that allegations can be powerful and if they are angry with you about something they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention.

If an allegation is made against an adult in a position of trust whether they be members of staff or volunteers this should be brought to the immediate attention of the SDO who will advise the Directors. In the case of the allegation being made against the SDO this will be brought to the immediate attention of the Directors. The SDO/Directors will need to discuss with the Local Authority Designated Officer (LADO) the nature of the allegations made against the adult, in order for the appropriate action to be taken. This may constitute an initial evaluation meeting or strategy discussion depending on the allegation being made. Director will need to:

- Refer to the Local Authority Designated Officer (LADO) immediately and follow up in writing within 48 hours. Consider safeguarding arrangements of the child or young person to ensure they are away from the alleged abuser.
- Contact the parents or carers of the child/young person if advised to do so by the LADO.
- Consider the rights of the staff member for a fair and equal process of investigation.
- Advise Ofsted of allegation within 14 days of the allegation
- Ensure that the appropriate disciplinary procedures are followed including whether suspending a member of staff from work until the outcome of any investigation if this is deemed necessary.
- Act on any decision made in any strategy meeting.
- Advise the Disclosure and Barring Service <sup>3</sup> where a member of staff has been disciplined or dismissed as a result of the allegations being founded.

A copy of "**What to do if you're worried a child is being abused, Advice for Practitioners** <sup>3</sup>" booklet is kept with this policy. This sets out the guidelines on dealing with incidents, disclosures and the procedures that must be followed.

<sup>3</sup> <https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>

## Training

All members of staff and volunteers will have access to whole setting safeguarding training at part of our induction, issue information in relation to our Safeguarding policy and any policy related to safeguarding and promoting our children/young people's welfare to all newly appointed staff and volunteers.

Our Safeguarding Designated Officer will undertake further safeguarding training, Group 3 DSCB Multi-agency Safeguarding course or Group 3 Refresher Courses, in addition to the whole setting training. This will be undertaken at least every three years which updates their awareness and understanding of the impact of the wide agenda of safeguarding issues. This will support both the SDO to be able to better undertake their role and support the setting

in ensuring our safeguarding arrangements are robust and achieving better outcomes for the children in our setting. This includes taking part in multi-agency training in addition to safeguarding training.

Our Directors will have access to safeguarding training and our Named Director for Safeguarding will also undertake additional awareness training at least every three years. They will also be advised to undertake additional training to support their employers' role in Handling Allegations against adults who work with children and young people, including our staff and volunteers.

Our safeguarding policy is reviewed annually, in order to keep it updated in line with local and national guidance / legislation.

We will include our Safeguarding Policy in our settings prospectus/website and will post copies of our policy throughout the setting. We are also able to arrange for our policy to be made available to parents whose first language is not English, on request.

### **Mobile Phones and Cameras**

The Dolphin has policies and procedures in place with regard to the use of mobile phones and cameras in the setting and on visits etc. Please see our Mobile phone and social networking (e-safety) policy.

### **Current Safeguarding Issues**

Some members of our communities hold beliefs that may be common within particular cultures but which are against the law of England. The Dolphin does not condone practices that are illegal and which are harmful to children. Examples of particular practices are:

#### **Child Exploitation and E-Safety**

Children and young people can be exploited and suffer bullying through their use of modern technology such as the internet, mobile phones and social networking sites. In order to minimize the risks to our children and young people The Dolphin will ensure that we have in place appropriate measures such as security filtering, and an acceptable use policy linked to our E-Safety policy. We will ensure that staff are aware of how not to compromise their position of trust in or outside of the setting and are aware of the dangers associated with social networking sites.

Our Mobile phone and social networking (E-safety) policy will clearly state that mobile phone, camera or electronic communications with a child at our setting is not acceptable other than for approved setting business. Where it is suspected that a child is at risk from internet abuse or cyber bullying we will report our concerns to the appropriate agency.

#### **Safeguarding Disabled Children**

Disabled children have exactly the same human rights to be safe from abuse and neglect, to be protected from harm and achieve the Every Child Matters outcomes as non-disabled children.

Disabled children do however require additional action. This is because they experience greater risks and '*created vulnerability*' as a result of negative attitudes about disabled children and unequal access to services and resources, and because they may have additional needs relating to physical, sensory, cognitive and/ or communication impairment (*Safeguarding Children, DCSF, July 2009*). The Dolphin will ensure that our disabled children are listened to and responded to appropriately where they have concerns regarding abuse. In order to do this we will ensure that our staff and volunteers receive the relevant training to raise awareness and have access to specialist staff in the event they have concerns regarding abuse of a child.

#### **Safer Recruitment and Selection**

It is a requirement for all agencies to ensure that all staff recruited to work with children and young people are properly selected and checked. At the Dolphin we will ensure that we have a member on every recruitment panel who has received the appropriate recruitment and selection training. That all of our staff are appropriately qualified and have the relevant employment history and checks to ensure they are safe to work with children in compliance with the Key Safeguarding Employment Standards.

#### **Domestic Abuse**

The Government defines domestic abuse as "**Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality**".

Staff need to understand what is required of them if children are members of the household where domestic abuse is known or suspected to be taking place. Our policy includes action to be taken regarding referrals to the Police and Children and Young People's Services and any action to be taken where a member of staff is the alleged perpetrator or victim of domestic abuse. At the Dolphin we will follow our safeguarding policy and report any suspected concerns regarding Domestic Abuse to the relevant agency.

#### **Related Setting Policies**

'safeguarding covers more than the contribution made to child protection in relation to individual children. It also encompasses issues such as child health and safety and bullying and a range of other issues, for example,

arrangements for meeting the medical needs of children providing first aid, setting security, drugs and substance misuse, etc.

There may also be other safeguarding issues that are specific to the local area or population' *Safeguarding Children and Safer Recruitment in Education DfES 2007*

This policy will cross reference to related setting policies and other protocol:

- Promoting positive behaviour
- Dealing with discriminatory behaviour (Bullying)
- Confidentiality
- Drugs and Alcohol (included in arrivals and departures)
- Mobile phone and social networking (E-safety)
- ICT and Internet Safety Policy
- Health and Safety
- Inclusion and Equality
- Visits and Outings
- Complaints and compliments
- Allegations (included above)
- Intimate Care
- Safe Recruitment of staff
- Sharing of Information
- Camera and recording device use
- Whistle Blowing

Legislation relating to this policy:

- Children Act 1989, 2004
- Education Act 1996, 2002 (Section 175)
- School Standards and Framework act 1998
- Keeping Children Safe in Education 2015
- Every Child Matters 2003
- Statutory Framework for the Early Years Foundation Stage 2014
- Working Together to Safeguard Children 2015
- The Counter Terrorism and Security Act 2015

Manuals kept in setting:

- What to do if you're worried a child is being abused 2015
- Working Together to Safeguard Children 2015

For further information regarding any child protection procedure, please consult [www.swcpp.org.uk](http://www.swcpp.org.uk)

Useful Contacts:

- Devon Safeguarding Children Board [www.devonsafeguardingchildren.org](http://www.devonsafeguardingchildren.org)
- South West Child Protection Procedures [www.swcpp.org.uk](http://www.swcpp.org.uk)
- Devon Early Years and Childcare Service [www.devon.gov.uk/eys](http://www.devon.gov.uk/eys)
- Child Exploitation and Online Protection Agency [www.ceop.org.uk](http://www.ceop.org.uk)
- NSPCC Safe (Safe Activities for Everyone) Network [www.safenetwork.org.uk](http://www.safenetwork.org.uk)

CYPS area contact numbers:

North Devon CYPS - 01271 388 660  
Exeter and East CYPS - 01392 384 444  
Mid Devon CYPS - 08448 805 838  
Teignbridge, South & West Devon CYPS - 01392 386 000  
(9am - 5pm Monday to Thursday, 9am – 4pm Friday)

**Multi-agency Safeguarding Hub (MASH) 0345 155 1071**

**email: [mashsecure@devon.gcsx.gov.uk](mailto:mashsecure@devon.gcsx.gov.uk)**

**MASH Consultation Line 0345 155 1071 (ask for Consultation Line)**

**Early Help co-ordination centre 0345 155 1071 (ask for Early Help)**

**Out of hours for CYPS (Social Care):**

5pm -9am and at weekends and public holidays, please contact:  
Emergency Duty Service 0845 6000 388 (low-rate call)

**Police Central Referral Unit: 0845 605 116**

### **EYCS Consultation Service:**

If you have concerns about a child but are unsure whether to make a Social Care referral. The numbers are:

Nikki Phillips – Locality Manager for Exeter, East and Mid Devon 01392 385394

Melissa Filby – Locality Manager for Northern Devon 01271 388901

Susan Bolt - Locality Manager for South West Devon 01626 324982

### **DSCB**

Head of Safeguarding: 01392 386091

DSCB Office: Christina Ashforth 01392 386067

**Child Protection Chairs and Local Authority Designated Officers** for managing allegations against staff:

**Allegations against staff Referral Co-ordinator** 01392 384964

**Devon's Domestic Abuse Helpline** 0345 155 1074

### **Multi-Agency Safeguarding Hub – MASH**

Manages contacts and referrals received from any source (usually CYPS and Police 121A reports)

- Develops a document recording the concern information and all other available information in the Hubs within agreed timescales and an Early Years and Families manager makes an informed decision using all of the available information.
- Develops concern information into an Early Years and Families referral if services are required under section 17 or section 47 of The Children Act 1989
- Liaises with the Early Response Service for children and young people who need services but do not meet The Children Act 1989 threshold
- Provides consultation to agency referrers about thresholds, appropriate action to be undertaken and services.

The Hub contributes to improved outcomes for safeguarding children because it has the ability to swiftly collate and share information held by the various agencies and to provide a multi-agency risk assessment of each case for 'actual or likely harm'.

A copy of the MASH (Multi Agency Safeguarding Hub) Factsheet for Parents

available for you to look at **OR** please go to <http://www.devon.gov.uk/mashparentsfactsheet>. pdf for a copy of the MASH Factsheet for Parents"

*The above list is not exhaustive and as new policy guidance and legislation develops within the remit of Safeguarding we will review and update our policies and procedures as appropriate and in line with the Devon Safeguarding Children Board and Local Authority.*

## **CCTV Use in the Nursery**

The Dolphin Pre-school and Nursery is securely monitored by a CCTV surveillance system. The Nursery Manager is responsible for the operation of the system for ensuring compliance with this policy.

### **Purpose of CCTV**

CCTV has been installed to assist in ensuring a safe and secure environment for the benefit of children in our care, staff, parents/carers and visitors. These purposes will be achieved by monitoring the system to:

- Assist in the overall security of individuals, premises and equipment.
- Ensure high standards of care are maintained
- Increase learning opportunities for staff
- Facilitate the identification of any incident which may necessitate disciplinary action being taken against a staff member and assist in providing evidence to the Nursery Manager
- Act as an effective deterrent against criminal activity, such as vandalism

### **CCTV System**

Cameras will be located both internally and externally at strategic points, essentially:

- Inside and outside the main entrances
- Within each play area/room. NOT covering nappy change areas or bathrooms.
- The external playground

Signs will be prominently displayed in key locations to indicate that a CCTV monitoring system is operating.

Although every effort has been made to ensure maximum effectiveness of the system, it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.

### **Recording**

Digital recordings are made using a digital video recorder operating in real mode, monitoring the site continuously 24 hours a day. Images will normally be retained for between four and six weeks from the date of recording and they will then be automatically overwritten.

**Access to Images**

Viewing of recorded images of CCTV will be restricted to the Nursery Management within the upstairs private office, and also to those staff who need to have access in accordance with the purposes of the system. Out of Nursery hours, the owners will have access to CCTV images via secure remote access to assist in maintaining the security of the premises. This is not a 'webcam' facility; parents will not have access to view recordings.

**Data in Protection Act 1998**

The CCTV system has been registered in accordance with the Data Protection Act

# Medical support

## Accidents and first aid

Accidents can be very distressing for anyone involved so at the Dolphin nursery we follow this policy and procedure to ensure all parties are supported and cared for, and their health, safety and welfare is protected throughout their time in the nursery.

### **Accidents**

Location of accident files: Each room has an accident file for each individual child in their care.

- The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. They must record it in the Accident File and report it to the nursery manager. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parent/carer(s) must be shown the Accident Form, informed of any first aid treatment given and asked to sign it as soon as they collect their child
- The nursery manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the nursery manager will also inform the insurance company in writing
- The nursery manager will report any accidents of a serious nature to Ofsted or RIDDOR where necessary.

### **First aid**

The first aid boxes are located in: the main office and are accessible at all times with appropriate content for use with children.

- If the sickness is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance.

### **The appointed person responsible for first aid is Mellissa Bartlett**

A high percentage of staff are trained in paediatric first aid and this training is updated every three years to ensure this remains current.

All first aid trained staff are listed in the Main Entrance 'family tree' board. When children are taken on an outing away from our nursery, we will always **ensure** they are accompanied by at least one member of staff who is trained in first aid, who will carry an appropriate first aid box at all times.

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

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for the handling of chemicals and other tasks. This is chosen according to need and will be regularly reviewed to ensure it is suitable and effective. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported.

### **Dealing with blood**

Always take precautions when cleaning wounds as some conditions such as Hepatitis or the HIV Virus can be transmitted via blood.

Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

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

### **Needle puncture and sharps injury**

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

The nursery treats its responsibilities and obligations in respect of health and safety as a priority and will provide on going training to all members of staff which reflects best practice and which shall be in line with current health and safety legislation.

### **Medication**

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

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

#### **Prescription medication**

- Prescription medicine will only be given to the person named on the bottle for the dosage stated
- Medicines must be in their original containers
- Those with parental responsibility of any child requiring prescription medication should allow a senior member of staff to have sight of the bottle. The staff member should note the details of the administration on the appropriate form and another member of staff should check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However we will accept written permission once for a whole course of medication or for the on-going use of a particular medication under the following circumstances:
  1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
  2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
  3. Parent/carer(s) should notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter
- The parent must be asked when the child had last been given the medication before coming to nursery; this information will be recorded on the medication form. Similarly when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication then a note will be made on the form
- Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response
- Wherever possible ask parent/carer(s) to request that GPs prescribe the least number of doses per day, i.e. three times daily, rather than four times daily.

#### **Non-prescription medication**

- The nursery will administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner
- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication with the onus being on the parent provide the medicine.
- For any non-prescription cream for skin conditions e.g. Sudocrem, prior written permission must be obtained from the parent.
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given

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

### **Injections, pessaries, suppositories**

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

### **Staff medication**

The first aid box for staff should be kept in a readily accessible position, but out of reach of the children.

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

If a member of staff is on any type of medication they must make it known to the nursery manager. If medication is to be taken during working hours it must be stored away in the kitchen in a cupboard out of the reach of children.

If the medication is in any way affecting the staff ability to care for the children, the manager will:

- Assess the situation
- Ask them to fill in this medicine slip (may be used in an emergency)
- May seek medical advice

The staff and children's safety is paramount at all times.

### **Storage**

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children and under supervision at all times.

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

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

All medications must be in their original containers, legible and not tampered with or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

### **Immunisation**

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

Parent/carer(s) need to be aware that some children may not be vaccinated in the nursery. This may be due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parent/carer(s). However, we will share the risks of infection if children have not had immunisations and ask parent/carer(s) to sign a disclaimer.

Information regarding immunisations will be recorded on children's registration documents and should be updated as and when necessary, including when the child reaches the age for the appropriate immunisations.

### **Staff vaccinations policy**

It is the responsibility of all staff to ensure they keep up-to-date with their vaccinations for:

- Tetanus
- Tuberculosis
- Rubella
- Hepatitis
- Polio.

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

### **Emergency information**

Emergency information must be kept for every child and should be updated on a regular basis with frequent reminders in monthly newsletters, at parent/carer(s)' evenings and a reminder notice on the Parent Notice Boards.

## Sickness and illness

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

- If a child becomes ill during the nursery day, their parent(s) will be contacted and asked to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area with their key person.
- If the sickness is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance.
- In the case of a child coming up in a rash, we may ask you to collect your child and get them seen by a doctor for advice as whether it is infectious or not.
- Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, they should not return to nursery until they have been clear for at **least 48 hours**
- It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, conjunctivitis, Hand, foot and mouth, Oral Thrush and chicken pox to protect other children in the nursery. Illnesses of this nature are very contagious and it is exceedingly unfair to expose other children to the risk of an infection
- If a contagious infection is identified in the nursery, parent/carer(s) will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection
- It is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics. Our policy, therefore, is to exclude children on antibiotics for the first 48 hours of the course (unless this is part of an on going care plan to treat individual medical conditions e.g. asthma and the child is not unwell)
- The nursery has the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable
- Information/posters about head lice are readily available and all parent/carer(s) are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parent/carer(s) can be alerted to check their child's hair.

### **Exclusion periods for Staff members**

At the Dolphin we take the health of children and staff very seriously therefore if you have any member of the team has a contagious illness they must adhere to the same exclusion periods as for children. This will ensure that they are able to recover appropriately and that the illness is not passed onto other staff, children or parent/carer(s).

### **Meningitis procedure**

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Public Health Team for their area, and Ofsted. The Public Health Team will give guidance and support in each individual case. If parent/carer(s) do not inform the nursery, we will be contacted directly by the Public Health Team and the appropriate support will be given.

**Public Health Team Phone No. 01392 386396 or 0844 225 3557**

## Infection control

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

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

- Ensure all children use tissues when coughing and sneezing to catch all germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Encourage all children to do the above by discussing the need for good hygiene procedures in helping them to stay healthy

- Staff will all wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- All potties and changing mats are cleaned and sterilised before and after each use
- Toilets are cleaned at least daily
- Staff are to remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- All toys, equipment and resources will be cleaned on a regular and using antibacterial cleanser or through washing in the washing machine
- All equipment used by babies and toddlers will be washed or cleaned as and when they need it – this includes when the children have placed it in their mouth
- If a dummy or bottle falls on the floor or is picked up by another child, this is cleaned immediately and sterilised where necessary
- Individual bedding will be used by children and labeled. This will be washed at least once a week and not used for any other child
- Parent/carer(s) and visitors will be required to remove all outdoor footwear or use shoe covers when entering rooms where children may be crawling or sitting on the floor
- All staff and children will be required to wear specific indoor shoes or slippers whilst inside the rooms
- When children are ill we will follow the sickness and illness policy to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious
- The nursery manager retains the right of refusal of all children, parent/carer(s), staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery
- Parent/carer(s) will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

### Allergies and allergic reactions

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

- Staff will be made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- Information will be passed on by parent/carer(s) from the registration form regarding allergic reactions and allergies and must be shared with all staff in the nursery
- An allergy register will be kept in each room and centrally in the office
- The nursery manager must carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery. The information must then be shared with all staff
- All food prepared for a child with a specific allergy will be prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery cook and parent/carer(s) will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment. Parent/carer(s) must be informed and it must be recorded in the incident book
- If this treatment requires specialist treatment, e.g. an epipen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child
- A sick child above all needs their family; therefore every effort should be made to contact a family member as soon as possible
- If the allergic reaction is severe a member of staff will summon an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles
- Whilst waiting for the ambulance, we will contact the emergency contact and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and child's comforter

- Staff must remain calm at all times; children who witness an allergic reaction may well be affected by it and may need lots of cuddles and reassurance
- All incidents will be recorded, shared and signed by parent/carer(s) at the earliest opportunity.

### Sun care

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

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

- Children must have a clearly named sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionaries design (i.e. with an extended back and side to shield children's neck and ears from sun) to provide additional protection
- Children must have their own high factor sun cream named and dated with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs
- Children need light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn
- Children's safety outside in the sun is the nursery's prime objective so staff will work closely with parent/carer(s) to ensure all appropriate cream and clothing is provided
- Children will always have sun cream applied before going outside in the sun and at frequent intervals during the day
- Children are offered cooled water more frequently throughout sunny or warm days
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Staff will make day-to-day decisions about the length of time spent outside dependant on the strength of the sun
- Shaded areas are available to ensure children are able to cool down or escape the sun should they wish or need to
- Parent/carer(s) of children with Asian and black skin colouring should be aware that these skin types can be very tolerant to sunshine. However it is important to remember that burning can still occur.

# *Equality and inclusion*

## *Inclusion and equality*

### **Statement of intent**

The nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within this nursery.

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

### **The legal framework for this policy is based on:**

- Equality Act 2010
- Children's Act 2004
- Care Standards Act 2000
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001.

### **The nursery and staff are committed to:**

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Striving to promote equal access to services and projects by taking practical steps, (wherever possible and reasonable) such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

### **Admissions/service provision**

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

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

### **Recruitment**

All members of the selection panel will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms will not include questions that potentially discriminate against the grounds specified in the statement of intent.

At interview, no questions will be posed which potentially discriminate against the grounds specified in the statement of intent. All candidates will be asked the same questions, and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

### **Staff**

It is the policy of the Dolphin not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds as specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

### **Training**

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on a regular basis.

### **Early Years framework**

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

We do this by:

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

### **Food**

- We work in partnership with parent/carer(s) to ensure that the medical, cultural and dietary needs of children are met
- We will help children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

### **Exclusion**

There are however certain occasions when it may be necessary to ask a parent to not bring their child to nursery for a short period of time. These reasons include:

- If a child is ill (see the Sickness and illness policy for more detailed information)
- If a child has a highly infectious condition e.g. impetigo, Conjunctivitis, Hand, foot and mouth, Oral Thrush and chicken pox
- If the child has a notifiable disease
- If a child has had a bout of sickness or diarrhoea within the last 48 hours.
- If a child is on antibiotics that they haven't taken before (in case of an allergic reaction)

The management of the nursery reserve the right to terminate a contract with immediate effect and exclude a child permanently if they:

- continually demonstrates aggressive behaviour to the other children in the nursery
- continually uses inappropriate language (swearing)
- continually makes inappropriate remarks, such as racist comments
- is likely to cause harm to other children in the setting
- is found to be stealing from staff or the nursery

Nursery staff will already have discussed their concerns with you and worked with you over a period of time to address your child's behaviour. Nursery staff would have used a variety of different strategies and with parental permission sought support from outside agencies.

Exclusion of a child would only occur if their behaviour was very severe and having a continued negative impact on the other children in the nursery.

## Looked after children

Our nursery is committed to providing a welcoming and inclusive quality environment for all children and families.

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

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

- Childcare Act 2006
- Children Act (1989 & 2004)
- Adoption & Children Act (2002)
- Children & Young Person Act (2002)

The term 'Looked after child' denotes a child's current legal status; but this term is never used to categorise a child as standing out from others or referred to using acronyms such as LAC.

For young children to get the most out of educational opportunities they need to be settled appropriately with their carer. At the Dolphin we treat each child as an individual. Discussions will take place regarding the length of time the child has been with their carer before they start nursery to distinguish if they have secured a relationship and are ready to be able to cope with further separation, a new environment and new expectations made upon them.

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

**The designated person** for 'Looked after children' is Mellissa Bartlett.

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

Regular on going practice such as observations will be carried out to build up a picture of the child's interests, and activities will be planned accordingly to support the child's stage of learning and development and interests. This information will be shared with carers as well as any concerns surrounding their developmental stages.

Where necessary a care plan will be developed with carers and professionals. This will include:

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

In addition the care plan may also consider:

- how information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with 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 to their home, the birth parent(s) should be involved in planning; and
- 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 parent/carer(s), such as outings, fun-days etc alongside the foster carer.

Where applicable, a Personal Education Plan (PEP) will also be completed for 3-5 year olds in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews. Transition to school will be handled sensitively with the key person and designated 'looked after' person Mellissa Bartlett working together with the child to ensure that this is as smooth as transition as possible and all necessary

information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

## Dealing with discriminatory behaviour

We have a duty to create and implement strategies in the nursery to prevent and address all discriminatory behaviour. Such strategies include:

- The nursery records all incidents relating to discrimination on any grounds
- All recorded incidents are reported to the children's parent/carer(s), and when appropriate to the registering authority.

Parent/carer(s) have a right to know if discrimination occurs and what actions the nursery will take to tackle it.

### **Types of discrimination**

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision or criterion is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic
- **Harassment** is defined as '*unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual*'
- **Third party harassment** is the harassment of employees by a third party not employed by the nursery, e.g. visitors or parent/carer(s)
- **Victimisation** occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

### **Protected characteristics**

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.

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

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people because the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions
- Patronising words or actions.

### **Procedure**

- All staff in the nursery should be constantly aware of and alert to any discriminatory behaviour or bullying taking place
- They must intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parent/carer(s). Any allegation should be taken seriously and reported to the nursery manager
- Each incident should be investigated and recorded in detail as accurately as possible. This record should be available for inspection by staff, inspectors and parent/carer(s) where appropriate, on request

- The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the nursery
- Where an allegation is substantiated following an investigation, the parent/carer(s) of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome
- Continued discriminatory behaviour or bullying may lead to exclusion but such steps should only be taken when other strategies have failed to modify behaviour
- Adults found to be perpetrators must be reported immediately to the manager and where such adults are employees and such allegations are substantiated after investigation, appropriate disciplinary action shall be taken which can include dismissal.

Discriminatory behaviour or bullying needs to be recorded to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

### **Nursery staff**

All staff should be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parent/carer(s) may express in nursery.

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

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

# Supporting individual children

## Promoting positive behaviour

Our nursery believes that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

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

We aim to:

- Recognise the individuality of all our children and that some behaviours are normal in young children
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Work in partnership with parent/carer(s) by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and are consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key person system enabling staff to build a strong and positive relationship with children and their families
- Have a named person who has overall responsibility for issues concerning behaviour.

**The named person, Mellissa Bartlett,** for managing behaviour will advise other staff on behaviour issues and along with each room leader will keep up-to-date with legislation and research and support changes to policies and procedures in the nursery; access relevant sources of expertise where required and act as a central information source for all involved; attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. A record will be kept of staff attendance at this training.

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

Nursery rules are concerned with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult e.g. biting, or through verbal bullying, will be required to talk through these actions and apologise where appropriate. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.

### **When children behave in unacceptable ways:**

- Physical punishment such as smacking or shaking will be neither used nor threatened, however it may be necessary to use restraining action in an emergency to prevent personal injury and protect the safety of other children and staff
- Children will not be singled out or humiliated in any way. Staff within the nursery will re-direct the children towards alternative activities. Discussions with children will take place respecting their level of understanding and maturity
- Staff will not raise their voices in a threatening way
- In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he/she has done. It may also include the child apologising for their actions
- Parent/carer(s) will be informed if their child's behaviour is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in nursery at the time. Parent/carer(s) may be asked to

meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors

- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively
- Confidential incident reports will be kept on any negative behaviour that has taken place. Parent/carer(s) will be informed and asked to read and sign any entries concerning their child
- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs
- Through partnership with parent/carer(s) and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented
- In the event where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. the manager should complete risk assessments identifying any potential triggers or warning signs ensuring other children and staff safety at all times. In these instances it may be that the child is removed from that area until they have calmed down and/or restraining techniques are used by trained staff
- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

### **Anti-bullying**

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

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

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

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

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children need to be helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways
- Our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or harmless it may seem
- Staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out
- Any instance of bullying will be discussed fully with the parent/carer(s) of all involved, to look for a consistent resolution to the behaviour
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence.

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

### **Biting**

Biting can be an uncomfortable subject for parent/carer(s) of both the biter and the child who is bitten. The aim of this policy is to explain how the nursery deals with biting.

Please do discuss any concerns you may have regarding this issue with the nursery Manager. If your child is known to bite we would prefer to know in advance.

Children bite for a variety of reasons. This may be because they are teething, frustrated, exploring using their mouth, asserting their independence and wanting to gain control, may be of a toy or they could be stressed. It may also be because they want to gain attention.

The nursery will work with you and your child to establish when and why they are biting. We will observe the child closely to see if certain conditions or situations trigger the behaviour and then work with them to try and avoid the incidents occurring. This may involve altering the child's routine, giving them more one to one attention, purchasing

additional resources so sharing is not such a major issue or if it is because a child is teething provide suitable teething resources.

A member of staff will ensure that if a child is bitten that they are comforted and given lots of attention. We will ensure that any first aid is applied correctly, if required, and the incident will be recorded in the accident/incident book and parent/carer(s) asked to sign it.

If your child bites then a member of staff will remove them from the situation. We will explain to them, according to their age and understanding that biting is unacceptable behaviour. For younger child this may be by tone of voice and facial expressions rather than lots of words.

It may be necessary for us to exclude the child from an activity and use 'time out' until they are calm enough to return. We will also encourage the child to apologise to the child they have bitten and work with them to develop strategies to help them deal with the reasons. With regard to our Confidentiality Policy we will not disclose the name of the biting child to the parent/carer(s) of the bitten child.

Many children go through a stage of biting, please don't be alarmed it doesn't last forever!

### **Early learning opportunities statement**

We set out to support all children attending the nursery to attain their maximum potential within their individual capabilities. A personalised record of each child's development is maintained, showing their abilities, progress, interests and areas needing further staff or parental assistance. We acknowledge that children learn in different ways and at different rates and plan for this accordingly.

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

We promote the relevant frameworks and curriculum set by the Department for Education to support and enhance children's learning and development holistically through play-based activities. We view all aspects of learning and development equally and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop tailor-made activities based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-led and child-initiated opportunities both indoors and outdoors.

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

### **Special educational needs (SEN)**

#### **Statement**

The nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs.

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

The nursery is committed to working alongside parent/carer(s) in the provision for their child's individual needs to enable us to help the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

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

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

All children will be given a full settling in period when joining the nursery according to their individual needs.

#### **Aims**

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice (England) on identification and assessment of any needs not being met by the universal service provided by the nursery
- Include all children and their families in our provision
- Provide well informed and suitably trained practitioners to help support parent/carer(s) and children with learning difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and employ a Special Educational Needs Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Special Educational Needs (SEN) and the SEN Code of Practice
- Identify the specific needs of children with learning difficulties and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn quicker, e.g. gifted and talented children are also supported
- Work in partnership with parent/carer(s) and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Ensure that all children are treated as equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

Our nursery Special Education Needs Co-ordinator's (SENCO) are – Mellissa Bartlett, Sally Cherk and Katie Pridham.

All three work closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special educational needs policy of the nursery, always making sure plans and records are shared with parent/carer(s).

## **Methods**

We will:

- Designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and share his/her name with parent/carer(s)
- Provide a statement showing how we provide for children with learning difficulties and/or disabilities and share this with staff, parent/carer(s) and other professionals
- Ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the nursery
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parent/carer(s) to create and maintain a positive partnership which supports their child(ren)
- Ensure that parent/carer(s) are informed at all stages of the assessment, planning, provision and review of their child's education
- Provide parent/carer(s) with information on sources of independent advice and support
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Use the graduated response system for identifying, assessing and responding to children's special educational needs
- Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing Individual Educational Plans (IEPs) for children with learning difficulties and/or disabilities
- Review IEPs regularly and hold review meetings with parent/carer(s) at this time
- Ensure that children with learning difficulties and/or disabilities are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources (human and financial) to implement our SEN/disability policy

- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Use a Devon Assessment Framework (DAF) where needed
- Provide in-service training for practitioners and volunteers
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parent/carer(s) in a format that meets their needs e.g. Braille, audio, large print, additional languages
- Monitor and review our policy annually.

### **Special educational needs code of practice**

It is the duty of the nursery to carry out our statutory duties to identify, assess and make provision for children's special educational needs. The Code of Practice recommends that our nursery should adopt a graduated approach to assessment through Early Years Action and Early Years Action Plus. Good practice of working together with parent/carer(s), and the observation and monitoring of children's individual progress, will help identify any child with special educational needs. Our nursery has identified members of staff as SENCO who will work alongside parent/carer(s) to assess the child's strengths and plan for future support. The SENCO's will ensure that appropriate records are kept according to the Code of Practice.

### **Early Years Action**

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

### **Early Years Action Plus**

Is characterised by the involvement of external support services, usually requested by the SENCO and colleagues in consultation with the child's parent/carer(s). If the help given through Early Years Action Plus is not sufficient to enable the child to progress satisfactorily, it may be necessary for the pre-school, in consultation with the parent/carer(s) and any external agencies already involved, to request a statutory assessment towards an education, health and social care plan (EHC PLAN).

## *Settling in*

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

We aim to support parent/carer(s) and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families.

The nursery staff will work in partnership with parent/carer(s) to settle their child into the nursery environment by:

- Providing parent/carer(s) with relevant information regarding the policies and procedures of the nursery
- Encouraging the parent/carer(s) and children to visit the nursery during the weeks before an admission is planned
- Planning settling in visits and introductory sessions (lasting approximately 1-2 hours). These will be provided free of charge over a one or two week period dependent on individual needs, age and stage of development
- Reassuring parent/carer(s) whose children seem to be taking a long time settling into the nursery
- Encouraging parent/carer(s), where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and initially looks after the child. He/she offers a settled relationship for the child and builds a relationship with his/her parent/carer(s) during the settling in period and to ensure the family has a familiar contact person to assist with the settling in process
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- Children will not be taken on an outing from the nursery until he/she is completely settled.

## *Transitions*

Children experience many transitions in their early years, some of these planned and some unplanned. Nursery staff are sensitive to the difficulties children may have whilst going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery
- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member
- Death of a family pet.

Staff are trained to observe their key children and as such will be sensitive to any changes in their behaviour and personality. We respectfully ask that parent/carer(s) inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's character.

### **Supporting transitions in the nursery**

The nursery will support all children in the nursery with any transitions they may be encountering. If the transition relates to the child starting at the nursery we will follow our settling in policy. If the transition is due to occur at the nursery, e.g. room changes, the nursery will fully support the child through this process in the following ways:

#### **Moving rooms procedure**

- If the child is due to move rooms due to age and stage readiness, we will work with the parent/carer(s) to ensure this is a seamless process in which the child is fully supported at all stages
- The child will spend short sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings
- The child's key person will go with the child on the initial visit to enable a familiar person to be present.
- Wherever possible groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know
- Parent/carer(s) will be kept informed of all visits and the outcomes of these sessions e.g. through photographs, discussions or diary entries
- Only when the child has settled in through these 'taster' sessions will the permanent room move take place. If a child requires more support this will be discussed between the key person, parent, manager and room leader of the new room to enable this to occur.

#### **Starting school**

Starting school is a huge transition and the nursery will do all it can to facilitate a smooth move. We have a variety of methods that support this:

- The nursery will invite school representatives into the nursery to introduce them to the children
- The key person will initiate conversations with their key children, who are due to move to school, about the school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues enabling these to be overcome
- The nursery will ensure a comprehensive report is produced on each child starting school to enable teachers to have a good understanding of each child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.

#### **Family breakdowns**

When parent/carer(s) separate it is a difficult situation for all concerned. The nursery understands that emotions run high please refer to the separated families policy which shows how the nursery will act in the best interest of the child.

#### **Moving home and new siblings**

These are normally two events that parent/carer(s) will have advance notice of, and we ask that parent/carer(s) let the nursery know about these events so we can support the child to be ready for this. We will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

Parent/carer(s) may also consider placing their child into nursery for additional sessions during these events to provide them with consistency and time away from the changes occurring.

#### **Bereavement**

The nursery has produced a separate policy on bereavement as this can be a difficult time for children and their families. Nursery will offer support to all concerned should this be required.

If parent/carer(s) feel that their child requires additional support because of any changes in their life, we ask that you speak to the nursery manager and the key person to enable this support to be put into place.

## ***Separated family***

When parent/carer(s) separate it is a difficult situation for all concerned. The nursery understands that emotions run high and this policy lays out how the nursery will support the child and their family within the nursery. We feel this policy will support all parties in this difficult time including our team.

### **Parental responsibility**

While the law does not define in detail what parental responsibility is, the following list sets out the key roles:

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

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

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

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

### **Registration**

During the registration process it is important for the nursery to know all details about both parent/carer(s). This includes details about who does or does not have parental responsibility as this will avoid difficult situations that may arise at a later date.

The nursery requests that all details are logged on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, the nursery needs a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, the nursery requests that all details relating to the child and other parent are disclosed wherever possible, e.g. court orders, injunctions. This will allow the nursery to have all the appropriate information in order to support the child fully.

### **The nursery will:**

- Ensure the child's welfare is paramount in all operations relating to their time within the nursery
- Comply with any details of a Court Order where they are applicable to the nursery's situation, provided the nursery has seen a copy/has a copy attached to the child's file
- Provide information on the child's progress within the nursery to both parent/carer(s)
- Ensure that all matters known by the staff pertaining to the family and the parent's separation shall remain confidential
- Ensure that no member of staff takes sides within the separation and treats both parent/carer(s) equally and with due respect.

The nursery cannot restrict access to any parent with parental responsibility unless a formal Court Order is in place. We respectfully ask that parent/carer(s) do not put us in this position.

### **We ask parent/carer(s) to:**

- Provide us with all information relating to parental responsibilities, Court Orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child

- Talk to the manager/key person away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

## Intimate care

The Dolphin aims to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times children need to be cuddled, encouraged, held and offered physical reassurance.

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

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

- Promote consistent and caring relationships through the key person system in the nursery and ensure all parent/carer(s) understand how this works
- Ensure all staff undertaking intimate care routines have suitable enhanced DBS checks
- Train all staff in the appropriate methods for intimate care routines and access specialist training where required, i.e. first aid training, specialist medical support
- Conduct thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parent/carer(s) on all aspects of the child's care and education as laid out in the parent and carers as partners policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensure all staff have an up-to-date understanding of safeguarding and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns in the most appropriate and speedy manner
- The setting operates a whistleblowing policy as a means for staff to raise concerns relating to their peers. The management will support this by ensuring staff feel confident in raising worries as they arise in order to safeguard the children in the nursery
- The management team regularly conducts working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines
- Staff will be trained in behaviour management techniques as applicable
- The nursery conducts regular risk assessments on all aspects of the nursery operation and this area is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

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

## **Potty Training**

When your child starts to show signs that they are becoming aware of their bodily functions staff will arrange a convenient time to discuss with you your plans on potty/toilet training your child.

It is very important that we work together to potty train your child. If we start the training and your child is not ready then we can stop and start again when they are. Some children take to potty training overnight for some it is a longer process, the most important thing is that we work together to give your child the support and reassurance they need during this period.

In order to help your child become independent in going to the toilet the nursery has low level toilets and wash basins. For smaller children potties will be made available.

## Safe care and practice

Working with young children to ensure they feel safe, secure and happy involves nursery staff being responsive to their needs, whilst maintaining professional. This includes giving children cuddles and changing children's nappy's or clothes.

To minimise the risk of allegations the nursery promotes good practice in the following ways:

- Although it is appropriate to cuddle children, staff are advised to usually do this in view of other children and practitioners. There may be occasions, for example when a child is ill and needs comforting away from others and this will continue to take place. It is the duty of all staff and the manager to ensure that comforting children is appropriate and to monitor practice
- When changing children's nappy's or soiled/wet clothing, the doors remain open, where appropriate. All staff are aware of the whistle blowing procedures and the manager carries out random checks throughout the day to ensure safe practices
- Inappropriate behaviour such as over tickling, over boisterous or inappropriate questions such as asking children to tell them they love them is discouraged.

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

## *Outdoor play*

At the Dolphin nursery we are committed to the importance of daily outdoor play and physical development in all children regardless of their age and stage of development. All activities will be made accessible to children with learning difficulties and disabilities to ensure all children are able to freely and independently use the outdoor area and physical play opportunities to best effect.

Children need regular access to outdoor play in order to develop their large and small muscles, experience an environment that is different to the inside of the nursery and more importantly access sunlight in order to absorb vitamin D more effectively.

The outdoor areas, both within the nursery grounds and in the local community have a wealth of resources which help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem all of which support children to develop skills for now and the future.

The nursery will ensure all areas are safe and secure through close supervision and the use of robust risk assessments and safety checks. Staff are informed of the importance of these procedures and are trained appropriately to ensure these procedures are followed effectively.

Parent/carer(s) permission will be sought before any child leaves the nursery during the day, this includes short outings into the local community. Please refer to the visits and outings policy for further information on this process.

All outdoor play opportunities and outings will complement the indoor activities and provide children with both adult-led and child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours.

The nursery will use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside.

- Health and safety
- Sun care
- Babies and toddlers
- Lost child policy
- Parents and carers as partners
- Supervision of children
- Visits and outings

## *Babies and toddlers*

At the Dolphin nursery we care for children under the age of two and have adapted our practice to ensure the safety and well-being of all children in this age group.

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

- Children under the age of two have a separate base room and are cared for in small intimate groups
- We ensure that younger children have opportunities to have contact with older children whilst at nursery
- Care will be taken to ensure that babies and toddlers do not have access to activities containing small pieces, which could be swallowed or otherwise injure the child
- All equipment will be checked daily before the children access the area. This will include checking the stability of the cots and highchairs and ensuring restraints on the highchairs, pushchairs and prams are intact and working
- All main doors are fitted with viewing panels and door finger-guards to ensure the safety of children
- Outdoor shoes will be removed or covered when entering the baby and toddler area(s). Staff will remind parent/carer(s) and visitors to adhere to this procedure
- Babies and toddlers will have their nappies changed according to their individual needs. Information will be shared between parent/carer(s) and the key person about nappy changing and toilet training in a way that suits the parent/carer(s)

- Potties will be washed and disinfected after every use. Changing mats are wiped with anti-bacterial cleanser before and after each nappy change
- Each baby must have his/her own bedding which will be washed at least weekly or when necessary
- Cot mattresses must meet safety standards
- Children under two years will not be given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation
- We follow all cot death guidelines and advise parent/carer(s) of this information. Babies will always be laid to sleep on their back, with their feet touching the foot of the cot
- Sheets or thin blankets will come no higher than the baby's shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the baby's head
- Cots will be checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. fly nets, cables)
- All highchairs are fitted with restraints and used at all times. Children will never be left unattended in high chairs. Restraints will be removed and washed weekly or as needed
- Babies will never be left propped up with bottles as it is both dangerous and inappropriate
- Babies sleeping outside will have cat/fly nets over their prams
- Sleeping children will be supervised at all times
- Staff should not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students will only change nappies with the support and close supervision of a qualified member of staff
- Bottles of formula milk will only be made up as and when the child needs them. These should be cooled to body temperature (37°C) and tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely
- Following the Department of Health guidelines we will only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We will not use cooled boiled water and reheat
- Bottles will be disposed of after two hours
- Labelled mother's breast milk will be stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped
- Sterilisers will be washed out and cleaned daily
- Children will be transferred to the older age group when felt age/stage appropriate following the transition and settling procedures.

### *Use of dummies in nursery*

At the Dolphin we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

As babies get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be. The overuse of a dummy may restrict these movements from taking place and therefore effect a child language development.

The nursery aims to:

- Discuss the use of dummies with parent/carer(s) as part of babies individual care plans
- Only allow dummies if a child is really upset for comfort (for example if there is problems at home, they are new to the setting) and/or as part of their sleep routine
- If a dummy or bottle falls on the floor or is picked up by another child, this is cleaned immediately and sterilised where necessary

When discouraging the dummy staff will:

- Have a designated place for the dummies to be stored, which the child will be aware of
- Comfort the child and if age/stage appropriate explain why they are not allowed the dummy in a sensitive and appropriate manner.
- Distract children's attention with other activities and ensure they are settled before leaving them to play.
- Offer other methods of comfort such as toy, teddy or blanket.
- Explain to the child they can have their dummy when they get home or at bed time.

We will also offer support and advice to parent/carer(s) to discourage dummy use during waking hours at home and suggest ways to wean in which the child can be weaned off their dummy (when appropriate).

## Sleep

At the Dolphin we aim to ensure that all children have enough sleep to support their development and natural sleeping rhythms in a safe environment.

The safety of babies sleeping is paramount. We adopt a policy of practice recommended by The Cot Death Society to minimise the risk of Sudden Infant Death. This includes:

- Babies are placed on their backs to sleep, but when babies can easily turn over from the back to the stomach, they can be allowed to adopt whatever position they prefer to sleep
- Babies/toddlers will never be put down to sleep with a bottle to self-feed
- Babies/toddlers will be monitored visually when sleeping and babies will never be left in a separate sleep room without staff supervision at all times
- When monitoring the staff member will look for the rise and fall of the chest, and if the sleep position has changed

We provide a safe sleeping environment by:

- Monitoring the room temperatures
- Using clean light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only having Safety approved cots (or other suitable sleeping equipment, i.e. pods or mats) that are compliant with British Standard regulations, and mattress covers are used in conjunction with a clean fitted sheet
- Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where required
- Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- Ensuring each baby/toddler is provided with clean bedding
- Should a baby fall asleep while being nursed by a practitioner they will be transferred to a safe sleeping surface to complete their rest
- Having a no smoking policy.

A Unique child information sheets is filled out by the parent when their child starts settling into the nursery and this is updated at timely periods to review.

We recognise parent/carer(s) knowledge of their child in regards to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However staff will not force a child to sleep or keep them awake against his or her will.

Staff will discuss any changes in sleep routines at the end of the day and share observations and information about children's behaviour when they do not receive enough sleep.

## Bereavement

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

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

- We ask that if there is a loss of a family member or close friend that the parent/carer(s) inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand a potential change in behaviour of a child who may be grieving themselves
- The key person and/or the manager will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation

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

**The Samaritans:** [www.samaritans.co.uk](http://www.samaritans.co.uk) 08457 909090 **Priory:** [www.priorygroup.com](http://www.priorygroup.com) 0800 078 3720

**Cruse Bereavement Care:** [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk) 0844 477 9400 [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

**British Association of Counselling:** [www.bacp.co.uk](http://www.bacp.co.uk) 01455 883300

**SANDS:** <http://www.uk-sands.org/support> 020 7436 5881

# Food and nutrition

## Hygiene in the kitchen

Before adults prepare or handle food they must wash their hands thoroughly and protective clothing must be worn i.e. apron and hair net.

All food should be piping hot and above 75°C.

Staff must use the appropriate chopping boards when handling meat, fish, fruit and vegetables. All food should be kept covered and refrigerated where appropriate.

All waste food should be disposed of in the appropriate bins and hands washed after use.

Dishcloths and tea towels should be washed daily.

## Nutrition and mealtimes

Mealtimes should be a happy, social occasion for children and staff alike. Positive interactions should be shared at these times and enjoyed. The Dolphin is committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- Balanced and healthy midday meal, tea and daily snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and parent/carer(s) to view
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings
- Parent/carer(s) and children are involved in menu planning via our parent questionnaire and feedback.
- Fresh drinking water is constantly available and accessible. It is frequently offered to children and babies.
- Individual dietary requirements are respected. We gather information from parent/carer(s) regarding their children's dietary needs including any special dietary requirements, preferences and food allergies that a child has and any special health requirements before a child is admitted to the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parent/carer(s) to put into place an individual dietary plan for their child
- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves.
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits are respected
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered for
- We promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery provides parent/carer(s) with daily records of feeding routines for all children under 3 or until they move into pre-school.
- No child is ever left alone when eating/drinking to minimise the risk of choking

All staff that prepare and handle food are competent to do so and receive training in food hygiene.

## Packed lunch/healthy eating.

Our aim is to promote a healthy lifestyle within the nursery, as well as the physical outdoor exercise the children will gain on a daily basis we also know the food they eat also has a very positive impact on their future.

Whilst we cannot dictate what the parent/carer provides for their child we can help advise them and give them guidance to help support their decisions by providing fun, easy to prepare quick and healthy lunch box recipes. We

will continue to encourage children and parents to see the benefits of healthy eating and we will be welcome of any feedback or ideas they may have.

We recommend that you provide your child with healthy options and have provided this policy to help you with a few ideas. To meet the nutritional standards we recommend that you provide one from each of the following food groups in your child's lunch box:

- Starchy food e.g. sandwiches, pasta salads, wraps, crackers.
- Fruit, vegetables or salad.
- Dairy product, e.g. yogurt, cheese,
- Meat/fish/veggie protein option e.g. chicken, tuna, ham, egg, sausages, quorn, quiche.

Below we have provided a few examples to give you a rough idea:

- i. Cheese and crackers, banana, fruit yogurt, cereal bar, carton of fruit juice.
- ii. Crab sticks, bread sticks with houmous, blueberries and grapes, custard pot and flavoured water.
- iii. Pasta salad with ham, peppers and sweetcorn, cucumber and carrot sticks, jelly pot, pink wafer biscuit and bottle of water.
- iv. Tuna and sweetcorn wrap, strawberries and melon, mini cheddars, babybel, orange squash.
- v. Sausage roll x 2, apple and orange, rice cakes x 2, small sponge cake, cubes of cheese, water.

We hope these give you a few ideas and an understanding of a balanced diet and the impact it has on your child's start in life.

**Children's lunch boxes MUST NOT include any sweets, chocolate bars, fizzy drinks or nut/nut products, and we will remain strict in ensuring these are included or given to the children. (Nut or nut products are due to the chance of severe allergic reactions).**

We will always encourage children to eat their savoury option before the rest and use lunch time sat with the children, as a social occasion, and to role model good manners.

For more information please take a look at these website :

- [www.nhs.uk/livewell/healthy-eating](http://www.nhs.uk/livewell/healthy-eating)
- [www.bbc.co.uk/food/recipes](http://www.bbc.co.uk/food/recipes)

Or of course your child's keyperson or pre-school manager will be available to answer any questions on this matter.

All packed lunch boxes should be clearly labelled, and packed suitably e.g. child's closable lunch box. All lunch boxes will be stored on a unit away from direct sunlight and heat, although we do recommend a small ice pack is placed inside to help keep food as fresh as possible – especially in the warmer weather of if it includes a dairy product.

# Partnerships with parent/carer(s)

## Parents and carers as partners

We believe that in order for children to receive quality care and early learning that suits their individual needs, parent/carer(s) and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parent/carer(s) as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parent/carer(s) in an open and sensitive manner.

The nursery wishes to ensure parent/carer(s) are an integral part of the care and early learning team within the nursery.

Our policy is to:

- Recognise and support parent/carer(s) as their child's first and most important educators, and to welcome them into the life of the nursery
- Generate confidence and encourage parent/carer(s) to trust their own instincts and judgement regarding their own child
- Welcome all parent/carer(s) into the nursery at any time
- Ensure nursery documentation and communications are in a format to suit individual parent's needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parent/carer(s) are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents are given to each parent when a child joins. A further copy is also available to everyone at all times in the entrance hallway, a copy is also available on our website.
- Maintain regular contact with parent/carer(s) to help us to build a secure and beneficial working relationship for their children
- Support parent/carer(s) in their own continuing education and personal development and inform them of relevant conferences, workshops and training
- Create opportunities for parent/carer(s) to talk to other adults in a secure and supportive environment through such activities as open days, parent/carer(s) evenings and a parent/carer(s) forum
- Inform parent/carer(s) about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through regularly distributed newsletters, parent notice boards, about me documents and a number of other ways
- Operate a key person system to enable a close working relationship with all parent/carer(s). Parent/carer(s) are given the name of the key person of their child and their role when the child starts. Support two-way information sharing regarding each child's individual needs both in nursery and at home
- Inform parent/carer(s) on a regular basis about their child's progress and involve them in the shared record keeping. Parent/carer(s) evenings will be held at least twice a year. Parent/carer(s) will be consulted with about the times of meetings to avoid excluding anyone
- Consider and discuss all suggestions from parent/carer(s) concerning the care and early learning of their child and nursery operation
- Inform all parent/carer(s) of the systems for registering queries, compliments or complaints, and to check that these systems are understood by parent/carer(s).
- Provide opportunities for parent/carer(s) to learn about the Early Years Foundation and about young children's learning in the nursery and how parent/carer(s) can share learning at home and where they can access further information
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so
- Inform parent/carer(s) how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parent/carer(s). These will be obtained through regular feedback via questionnaires encouraging parent/carer(s) to review working practices. These are then evaluated by the nursery to promote nursery practice, policy and staff development.

## *Payment of Fees Policy*

It is our intention to make the nursery fees understandable and fair to all parent/carer(s). We are open 51 weeks of the year with the exception of Christmas and Bank Holidays. We do not charge for days we are closed. A matrix of our fees is displayed by the main entrance and is also contained within the registration pack/prospectus.

Parent/carer(s) can pay via childcare vouchers through their employer, or a combination of both. Payment by cheque or cash is also accepted but must be in advance. Our preferred method of payment is via Bank Transfer.

Up to 570 hours per year of Government '2gether' funded hours are available for some parents who claim certain benefits for children who are 2 year olds. This starts from the term following the child's 2nd birthday and will be calculated and shown as a reduction on invoices.

Up to 15 hours of Government funded Early Years Entitlement is available to all 3 & 4 year olds from the term following the child's 3rd birthday. This will be calculated and shown as a reduction on invoices.

In both cases the total number of hours claimed per year is 570, these can be used in 2 ways. 15 hours per week over 38 weeks a year or 11 hours a week spread over 51 weeks of the year. It is not possible to change from 15 to 11 hours per week once we have started claiming the funding.

Fees must still be paid if your child is absent for a short period of time e.g. illness or holiday. If your child has to be absent over a long period of time, please talk to the Nursery Manager to discuss any fee arrangements. Any discussions will be completely confidential.

If you wish to cancel your child's place at the nursery then we will require 1 calendar months notice.

## *Non Payment of Fees Policy*

The Dolphin value their relationship with parents/carers and will be sympathetic towards any difficulty in paying their child's fees. However, we are unable to function effectively without these payments.

We aim to help parents/carers to pay all fees due to us by offering an agreed flexible payment system and following a fair procedure.

Should a parent/carer have problems paying their child's fees on time they should speak in confidence to the Nursery Manager. If an arrangement has not been made then the following procedure will apply.

### PROCEDURE

- If payments are 1 week late - a reminder invoice will be issued
- If payments are 2 weeks late - a third invoice will be issued accompanied by a letter and a copy of this policy
- If payments are more than 3 weeks late - A final warning will be issued giving the parent/carer 14 days to pay the full amount due
- If the full payment is not received after this time scale then procedures will begin at the Small Claims Court and the child will lose their place at nursery

The Dolphin Pre School and Nursery thank you for your understanding and will do all they can to avoid the above situation. However we are not able to function effectively without all payments due.

## *ICT and Internet Safety Policy*

The internet is an incredible resource for children to access, support for their homework, chatting to friends etc., but it can also be a very dangerous place for them. They can be exposed to inappropriate material, harassment and bullying, viruses and hackers and be conned into giving away financial information. They can also be vulnerable to on-line grooming by paedophiles.

At the nursery the younger children are able to use the computer with age appropriate games and learning tools with adult supervision.

However we have introduced a range of procedures to ensure their safety.

- There is a filter on all computers that block out most inappropriate material
- Children are not allowed to go into chat rooms and staff will talk to the children about what sites they are using.
- The history on the computer is checked on a regular basis.
- Any email sent by the children are monitored to ensure that they are not being bullied or sending anything inappropriate

If you would rather your child was not allowed access to the internet then please let a member of nursery staff know.

Staff are also aware of the need to limit the time children spend on computers and will develop strategies to ensure that they spend a balance of time engaged in ICT and other activities.

### Television Policy

Recent research has shown that excessive watching of TV can actually cause problems for some children. It can affect their social and communication skills, as there is no interaction.

Television is very fast and children get used to this pace of entertainment, this can then result in them becoming bored and frustrated at the slower pace of school teaching.

The nursery ensures that any programs watched are suitable for all the children in there care.

### Personal Possessions Policy

The nursery provides a wide range of toys and activities for all the children, catering for different needs, abilities and ages. Whilst it is not necessary for children to bring additional toys with them to play with, the nursery appreciates that sometimes a child may have a particular comfort toy that they wish to bring or a toy that they have been playing with just before they left home.

Staff will endeavour to keep all children's toys and resources safe, however we are sure you appreciate that with several children in our care at any one time, it is not always possible to keep an eye on their belongings. Whilst losses are rare we would advise that if a toy is very special or expensive that it remains safely at home as the nursery will not be held responsible for loss or damage to them. We would ask you to put your child's name on it so it can be identified if found.

If your child does have a comfort toy that they are very attached to, the nursery recommends that additional 'copies' are purchased as this can prevent great upset if it becomes lost or that it does not come into nursery.

We would also ask that all shoes, boots, coats, jumpers, hats etc. are all clearly named. With some many children at nursery at any one time it's normal for several children to have the same items and it very difficult to make sure that they all have their own.

### Abusive parent/carer(s)

At the Dolphin we believe that we have a strong partnership with our parent/carer(s) and an open door policy to discuss any matters arising (if applicable).

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area such as the office (where appropriate)
- Ensure that a second member of staff be in attendance, where possible whilst ensuring the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour does not diffuse
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- With incidents like this staff may require support and reassurance following the experience, management will provide this and seek further support where necessary
- Management will also signpost parent/carer(s) to further support if applicable.

### Complaints and compliments

At the Dolphin we believe that parent/carer(s) are entitled to expect courtesy and careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

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

In case of a complaint relating to child protection, please refer to the Safeguarding Policy.

We welcome any suggestions from parent/carer(s) on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

#### **Complaints procedure**

##### **Stage 1**

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room supervisor.

### **Stage 2**

If the issue remains unresolved or parent/carer(s) feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

### **Stage 3**

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parent/carer(s) have the right to raise the matter with Ofsted.

Parent/carer(s) are made aware that they can contact the above in all stages of complaints and are given information on how to contact them.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parent/carer(s) will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

### **Contact details for the regulator:**

OFSTED National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone number: 0300 123 1231  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)  
[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Parent/carer(s) will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

### **Access and storage of information**

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

Parent/carer(s) are welcome to view the policies and procedures file as any time the nursery is open, a copy is also emailed to each new parent when their child joins the nursery. These policies govern the way in which the nursery operates and are located on the wall next to the main notice board. Parent/carer(s) are also welcome to see and contribute to all the records that are kept on their child; however the nursery will adhere to Data Protection laws.

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

The nursery's records and documentation are kept and stored in accordance to the minimum legislative archiving time. We currently archive records for at least 21 years and three months.

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

### **Late collection and non-collection**

All parent/carer(s) agree an arrival time at the nursery and are informed of procedures on what to do if they expect to be late. This includes:

- Calling the nursery as soon as possible to advise of their situation

- Asking a designated person to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be 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 agreed password in order for the nursery to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the nursery after a reasonable amount of time [ ½ hour] has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parent/carer(s) work patterns or general information. If there is no information recorded, the parent/carer(s) will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
- If the parent/carer(s) still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record
- In the event of no contact being made after 30 minutes has lapsed of the stated pickup time, the person in charge will ring the Multi-agency Safeguarding Hub (MASH) team and Ofsted to advise them of the situation
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £5 per 15 Minutes will be charged to parent/carer(s). This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

**Contact numbers:**

| <b>Name</b>                          | <i>Contact No</i> |
|--------------------------------------|-------------------|
| Multi-agency Safeguarding Hub (MASH) | 0345 155 1071     |
| Ofsted                               | 0300 123 1231     |

**Admissions**

The Dolphin offers space for approximately 58 children between the ages of 0 and 8. The above is in accordance with the legal space requirements from Ofsted and is the overriding policy in respect of admissions. Child numbers is no longer required as part of our registration with Ofsted.

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

- Availability of places, taking into account the staff/child ratios, the age of the child and the registration requirements
- Children who have siblings who are already with us
- When the application is received (extra weight is given to those who have been on the waiting list the longest)
- The nursery's ability to provide the facilities for the welfare of the child, including appropriate staffing arrangements
- A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability
- Extenuating circumstances affecting the child's welfare or the welfare of his/her family.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parent/carer(s).

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

All settings registered to accept government funding (detailed in the code of practice) must offer free places for three to five year olds for the sessions specified by the local authority. At the Dolphin we currently provide 15 hours per week of funding which is subject to availability. These places will be allocated on a first-come, first-served basis.

All funded sessions are now in line with the flexible arrangement as specified by the Government. When you register your child for their funded place we will discuss your needs, and as far as possible with availability and staffing arrangements we will accommodate your wishes.

## ***Arrivals and departures***

### **Arrivals and departures of children**

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

The front door will be kept locked at all times. A member of staff will open the door to visitors throughout the day to ensure the nursery building remains secure at all times.

The child's arrival will immediately be recorded on the daily register and the parent/carer will be asked to sign their child in (with the arrival time) in signing in book. Any specific information provided by the parent/carer(s) should be recorded.

If the parent requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed.

All children have contracted hours of attendance, if parent/carer(s) require extra hours then we request that these are booked one week in advance (subject to availability). Please discuss with the nursery if you need to change your contracted hours.

The planned departure of the child should be anticipated by the key person in the group. All medicines should be recovered from the medicine box/fridge only when the parent has arrived and should be handed to him/her personally. The medication policy is to be followed here with regards to receiving a parental signature, the child register must be immediately marked to show that the child has left the premises

The nursery will only release your child from our care to adults who have permission to collect them. We will, therefore, need you to provide us with a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file. In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with us if you would like to use this system.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parent/carer(s) are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact the nursery and let us know when you expect to arrive. We will normally be able to accommodate the additional care. We will reassure your child that you are on the way and if necessary organise additional activities and a meal.

In the instance of a child not being collected from the nursery after a reasonable amount of time [½ hour] has been allowed for lateness, our non-collection procedure (see policy) will be initiated by staff.

The nursery reserves the right to make an additional charge for late collection.

### **Adults arriving under the influence of alcohol or drugs**

The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind.

If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.

Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle. The nursery reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

### **Arrivals and departures of visitors**

For arrivals and departures of visitors the appropriate records must be completed on entry and exit e.g. in the visitors book. Please refer to Supervision of Visitors policy for further information.

## Camera and recording device use

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior written permission from each child's parent. This is gained when each child starts with us.

We ask for individual permissions for photographs and video recordings for each different use including, use in the child's learning journey, for display purposes, for promotion materials including our nursery website and brochure and to use in the local press. We ensure that parent/carer(s) understand that their child may also be on another photograph, but not as the primary person, that may be used in another child's learning journey.

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

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

Parent/carer(s) are not permitted to use any recording device or camera (including those on mobile phones) on the nursery premises without the prior consent of the manager. During special events, e.g. Christmas or leaving parties, permission is gained from each parent before the event and a briefing is given to all parent/carer(s) before any photos are taken about their acceptable use in relation to social media. If any parent/carer(s) are unhappy about photos being taken then a member of staff may produce a group photograph to distribute to parent/carer(s) on request, this will ensure all photographs taken are in line with parental choice.

Each room at The Nursery has a PC which will be used for the storage of photographs of the children in our care. Each PC has a password to protect from misuse and therefore can only be accessed by nursery staff. When a child leaves the setting any photos are removed from that PC by the supervisor of that room and a copy is given to the parent.

# Health and safety

## Health and safety - general statement of policy

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children are cared for and learn. We provide information, training and supervision to meet this purpose and we wish to develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parent/carer(s). We also accept our responsibility for the health and safety of other people who may be affected by our activities.

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

The policy will be kept up-to-date, particularly as the nursery changes in nature and size and will be revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parent/carer(s) and visitors regarding this policy.

### **Aims and objectives**

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces
- Establish and maintain safe working procedures amongst staff and children
- Make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery, to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe nursery and safe entry and exit from it
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery
- Follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth including undertaking appropriate risk assessments
- Maintain a safe environment for those with disabilities and ensure all areas of the nursery are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parent/carer(s) to report any unsafe working practices or areas to ensure immediate responses by the management.

We believe the risks in the nursery environment to be low and we will maintain the maximum protection for children, staff and parent/carer(s). The nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear at all times
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensure that all staff, visitors, parent/carer(s) and children are aware of the fire procedures and regular fire drills are carried out
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and especially children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Prohibit smoking on the nursery premises
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge
- Prohibit running inside the premises unless in designated areas
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery

- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Wear protective clothing when cooking or serving food
- Prohibit certain foods, e.g. peanuts are not allowed in the nursery
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Ensure children are supervised at all times
- Ensure no student is left unsupervised at any time.

**Responsibilities**

Responsibility for Health and Safety in the nursery is that of Paul Bartlett.

The manager has overall and final responsibility for this policy being carried out at:  
The Dolphin Pre School and Nursery, 5 Raddenstile Lane, Exmouth, Devon, EX8 2JH

The deputy nursery manager will be responsible in his/her absence.

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

Whenever a member of staff notices a health or safety problem, which they are not able to rectify, they must immediately report it to the appropriate person named above. Parent/carer(s) and visitors are requested to report any concerns they may have to the senior member of staff in the area.

Daily contact, regular staff meetings and health and safety meetings provide consultation between management and employees, this will include health and safety matters.

**Health and safety training**

Person responsible for monitoring staff training is Paul Bartlett

**Training table:**

| Area                     | Training required        | Who                                   |
|--------------------------|--------------------------|---------------------------------------|
| First aid                | Course                   | All staff                             |
| Safeguarding             | Online                   | All staff and students                |
| Risk assessment          | Online training          | All senior staff                      |
| Fire safety procedures   | In house training        | All staff and students                |
| Use of fire extinguisher | In house training/course | All staff where possible              |
| Manual handling          | Online training          | All staff and students where possible |

At least one member of staff on duty MUST hold a full paediatric First Aid at Work certificate.

**Health and safety arrangements**

- All staff are responsible for general health and safety in the nursery
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment
- All outings away from the nursery (however short) will include a prior risk assessment – more details are included in our visits and outings policy
- All equipment and areas will be checked thoroughly by staff before children access the area. These checks will be recorded in each room and initialled by the staff responsible. All unsafe areas will be rectified by this member of staff to ensure the safety of children, if this cannot be achieved the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parent/carer(s) and visitors to receive a warm welcome and basic care needs, e.g. easy to access toilet area and fresh drinking water
- The nursery will adhere to Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parent/carer(s) and visitors are safe around any chemicals we may use on the premises
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling and fire safety
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident

- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parent/carer(s) and visitors to the nursery
- All health and safety matters are reviewed informally on an on going basis and formally every six months or when something changes. Staff and parent/carer(s) will receive these updates as with all policy changes as and when they happen
- Staff and parent/carer(s) are able to contribute to any policy through the suggestion scheme and during the regular meetings held at nursery.

### ***Health and safety in the office***

Some nursery staff will be required as part of their role to undertake office duties, which may involve sitting at a computer. At the Dolphin nursery we take the welfare of our employees seriously and have put safeguards in place to help protect the health and safety of all employees. If an employee requires additional support please let the manager know as soon as possible.

Staff using computers can help to prevent health problems in the office by:

- Sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- Maintaining a good posture
- Avoiding repetitive and awkward movements by using a copyholder and keeping frequently used items within easy reach
- Changing position regularly
- Using a good keyboard and mouse technique with wrists straight and not using excessive force
- Making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- Adjusting the screen controls to prevent eyestrain
- Keeping the screen clean
- Reporting to their manager any problems associated with use of the equipment
- Planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

- Good lumbar support from the office seating
- Seat height and back adjustability
- No excess pressure on underside of thighs and backs of knees
- Foot support provided if needed
- Space for postural change, no obstacles should be under the desk
- Forearms approximately horizontal
- Minimal extensions, flexing or straining of wrists
- Screen height and angle should allow for comfortable head position
- Space in front of keyboard to support hand/wrists during pauses in typing.

### ***Fire safety***

#### **Fire and Emergency Evacuation Procedure**

In the event of fire, our first priority is to get all children, parent/carer(s) and visitors out of the building as quickly as possible. Below are the procedures we will calmly adopt should the need arise.

#### Means of Escape

The main exit routes are shown on a map which is located on the notice board just inside the front door. Generally, the busy bee's children would exit either via the main front door or out onto their decking. The pre-school would use either the door located within the room or for the 'middle room' they will exit via the back door behind the kitchen. The baby room will exit via the pre-school front entrance.

Should any of these exit routes be blocked for any reason, or smoke-filled, then the back doors should be used. These doors will always be unlocked during the school.

Anyone in the STAFF ROOM should exit into the playground using either staircase.

#### Assembly Point

Children, staff and visitors should assemble at the bottom of the playground, near the main gate. If fire is spreading rapidly, there is a threat of explosion, or fire appliances need to be brought into the grounds, then

the second point of assembly will be on the grass outside the CATHOLIC CHURCH HALL. The instruction to proceed to this point will only be given by Mellissa Bartlett, a senior member of staff or a member of the Emergency Services.

#### Fire Warning System

As soon as anyone discovers a fire, or is aware of any threat, e.g. suspicious package, terrorist attack warning etc., the fire alarm should be activated by breaking the glass on one of the fire alarm points which are located adjacent to the four main points of exit. The audible alarm must be acted upon immediately by all staff.

#### Fire Fighting Equipment

Firefighting extinguishers are installed at key locations around the building and are maintained in efficient operating condition. An attempt should only be made to tackle a fire after the building has been evacuated and only if it is safe to do so. No member of staff should place himself or herself in any danger. Operating instructions are printed on each extinguisher and should be read carefully before use.

#### Responsibilities

Each room supervisor will have a first responsibility for ensuring that all children, from within the room they are working at the time, are evacuated at the time the alarm is raised.

A "999" call will be made by Mellissa Bartlett, or in her absence the Duty Manager. Mrs Smale will be responsible for checking the ground floor toilets to ensure no-one is left behind.

Wendy Thorpe, or in her absence Mellissa Bartlett will be responsible for picking up the signing in book and will assist in evacuating the babies from the first floor room. On their way from the office/kitchen they will check the upstairs toilet.

Each room Supervisors will take a "head count" once all the children from their rooms are in the playground and follow this up as soon as possible with calling the register. Mellissa will be responsible for ensuring that all staff and visitors are accounted for. Any missing persons must be reported immediately to Mellissa.

#### Lunchtime / Playtime Procedure

Whichever member of staff that is on duty shall gather all children together at the Assembly Point and ensure that no one re-enters the building. Members of staff inside the building should evacuate all children, ensuring that all rooms, including toilets have been vacated.

#### Fire Practice

A "fire practice" will be held during each pre-school 'term'. This will be recorded in the Log Book.

### Safety checks

Safety checks must be carried out on a daily basis on the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas and recorded to show any issues and solutions.

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

#### **Risk assessments**

The nursery carries out written risk assessments at least annually. These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change.

All senior staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the nursery are individually risk assessed. For more details refer to the visits and outings policy.

Risk assessments document the hazard, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how will this be monitored and checked and by whom?

#### **Electrical equipment**

| Who checks                             | How often          | Location/Tel. no.   |
|--|--------------------|---------------------|
| <i>James Moore electrical services</i> | <i>Bi-Annually</i> | <i>07966 283745</i> |

- All electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level

- Electrical sockets are all risk assessed and appropriate safety measures are in place to ensure the safety of the children.

### **Mains information**

Locations of:

- Water stop tap: Rear Busy Bee's Room
- Gas point: Pre-school 'middle' Room
- Fuse box: Pre-school 'middle' Room
- Main electricity box: Pre-school 'middle' Room

### **Dangerous substances**

All dangerous substances including chemicals MUST be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron and goggles.

### **Transport and outings**

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

### **Room temperatures**

- Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times. There is a thermometer in each room to ensure this is monitored
- Staff must always be aware of the dangers of babies and young children being too warm or too cold
- Temperatures should not fall below 18°C in the baby rooms and 16°C in all other areas

### **Water supplies**

- A fresh drinking supply is available and accessible to all children, staff and visitors
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

### **Gas appliances**

- All gas appliances are checked annually by a registered Gas Safety Register engineer
- Carbon monoxide detectors are fitted.

## **Manual handling**

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

Remember - lifting and carrying children is different to carrying static loads and therefore manual handling training should reflect this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

### **Preventing injuries**

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

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

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

- The tasks to be carried out
- The load to be moved (remember to think about the children moving at this point)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling.

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

### **Correct lifting procedure**

#### **Planning and procedure**

- Think about the task to be performed and plan the lift

- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads
- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Lighting should be adequate
- Control harmful loads – for instance, by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

### **Carrying children**

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Students and pregnant staff members will not carry children.

### **Position**

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

### **Lifting**

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.

### **Moving the child or load**

- Move the feet, keeping the child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the child or load down
- If you are carrying a load, position and secure it after putting it down
- Make sure that the child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

### **The task**

- Carry children or loads close to the body, lifting and carrying the load at arms length increases the risk of injury
- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying

- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead – use teamwork where the load is too heavy for one person.

### **The environment**

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

### **The individual**

- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury.

## *Healthy workplace*

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

### **Dress code**

Staff must follow our dress code at all times, which is given to new staff during induction and also contained with the company handbook.

### **Personal hygiene**

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

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

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

### **Cleaning**

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is a vital step to ensure this. The nursery will be cleaned every day and regular checks will be made in the bathrooms - these will be cleaned at least daily (more if necessary). The nappy changing facility will be cleaned after every use, and potties will be cleaned out after each use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

### **Kitchen**

Staff need to be aware of the basic food hygiene standards through appropriate training and this will be reviewed every three years.

- Fridges to be cleaned out weekly
- Microwave to be cleaned after each use
- Oven to be cleaned out regularly
- Freezers to be cleaned out every three months and recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded first thing in the morning by the duty manager/cook and in the afternoon
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food it should over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Blended food should be placed in suitable airtight containers, named and dated
- Surfaces to be cleaned with anti-bacterial spray
- Children must NOT enter the kitchen except for supervised cooking activities
- Doors/gates to the kitchen to be kept closed/locked at all times.

### **Baby room**

- Bottles of formula milk will only be made up as and when the child needs them. These should be cooled to body temperature (37C) and tested to ensure they are an appropriate temperature for the child to drink safely

- Bottles will be disposed of after two hours
- Labelled mother's breast milk will be stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped
- Sterilisers will be washed out daily.

### **Nursery**

- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- Toys are washed with sanitising fluid on a regular basis
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently
- Face cloths should be washed on a hot wash after every use and not shared between children
- High chairs must be cleaned thoroughly after each use. Straps and reins must be washed weekly or as required
- Each child should have its own cot sheet which should be washed at the end of each week or whenever necessary
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

## **Animal health and safety**

### **Pets**

- Pets will not be allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals, and will be encouraged to not place their hands in their mouths during the activity. The staff will explain the importance of this to the children to enable them to make healthy choices moving forwards
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited
- When arranging an outing to a farm, staff will all be aware of the farm outing checklist (see below).

### **Checklist for visits to farms**

- A site visit must be made by a senior member of staff before an outing to a farm can be arranged. We will check that the farm is well managed, that the grounds and public areas are as clean as possible, and that suitable First Aid arrangements are made. Animals should be prohibited from any outdoor picnic areas
- We will check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers. Any portable water taps should be appropriately designed in a suitable area
- We will ensure that there is an adequate number of adults to supervise the children, taking into account the age and stage of development of the children
- We will explain to the children that they cannot be allowed to eat or drink anything, including crisps and sweets, or place their hands in their mouths, while touring the farm because of the risk of infection, and the children should be given the reasons for this
- We will ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.

### **During the visit**

- If children are in contact with, or feeding animals, we will warn them not to place their faces against the animals or put their hands in their own mouths afterwards, and explain why
- We will encourage children to leave comforters (e.g. soft toys and blankets) and dummies either at nursery, in the transport used or in a bag carried by a member of staff to ensure cross-contamination is limited
- After contact with animals and particularly before eating and drinking, we will ensure all children, staff and volunteers wash and dry their hands thoroughly. If young children are in the group, hand washing will be supervised. We will always explain why the children need to do this
- Meals, breaks or snacks will be taken well away from the areas where animals are kept and children will be warned not to eat anything which has fallen on the ground. Any crops produced on the farm will be thoroughly washed in portable water before consumption
- We will ensure children do not consume unpasteurised produce, e.g. milk or cheese

- Manure or slurry presents a particular risk of infection and children will be warned against touching it. If they do touch it, we will ensure that they thoroughly wash and dry their hands immediately
- We will ensure all children, staff and volunteers wash their hands thoroughly before departure
- We will ensure footwear and clothing is as free as possible from faecal materials.

## Waste management

Staff are made aware of the need to minimise energy waste and the nursery uses appropriate measures to save energy, including:

- Energy saving light bulbs
- Turning off lights when not in use
- Not leaving any equipment on standby
- Energy saving wash cycles on the washing machine.

The nursery recycles paper, tin cans and plastic via a recyclables bin which is collected once a fortnight.

We assess our nursery's impact on the environment on a regular basis and place procedures in place to counteract this impact.

This policy is reviewed annually and is carefully considered in the best interests of the children, nursery and the environment.

### **Disposal of Bodily Waste Procedure**

To minimise the risk of infection we ensure that:

- All staff wear disposable gloves and aprons when toileting/nappy changing children.
- Soiled nappies, wipes and used gloves etc are placed in nappy sacks and disposed of in the nappy bin.
- Bodily fluid eg vomit, blood is cleaned by disposable paper towels and placed in a bag in the nappy bin or in the outside bin. If cloths or rags are used to clean up, these are disposed of in the same way.
- Changing mats are cleaned after every use with disposable paper towels and anti-bacterial spray and hands washed thoroughly.
- Any soiled clothes are placed in a nappy bag.

At the Dolphin we value our environment and in order to keep our earth safe and healthy for our children we closely monitor the management of our waste and its disposal in accordance with local authority requirements.

## Visits and outings

As part of our Nursery Curriculum the children will have the opportunity to be taken for local walks, visits etc off the nursery premises and permission will be sought for your child to be included in such outings.

You will be informed in advance of any visits or outings involving the transportation of children away from the nursery. However, it would be impractical to ask for permission before every impromptu short walk the children are taken on and therefore we ask parent/carer(s) to sign the Visits and Outings permission to give their general consent for these. Whilst out for a walk children will always stay with a member of staff. Younger children will be strapped in a pushchair, older children will have a wrist strap, or be holding onto a member of staff's hand/pushchair.

We will inform all parent/carer(s) if a vehicle other than a nursery vehicle is to be used. Any transport used will have the necessary checks made and any copies of certificates and identification will be taken prior to the trip.

When taking the children on a trip the nursery will:

- Secure individual written consent slips signed by a parent.
- Advise parent/carer(s) of the time and place the visit will take place.
- Advise parents/carers on the equipment needed for the trip i.e. suitable clothing, packed lunches etc.
- The staff/child ratio depends on the age of the children and will be advised at the time

The staff members will:

- Divide the children into small groups.
- Take a first aid kit and at least one member of the group will hold a valid and current paediatric first aid certificate
- A completed trip register together with all parent and staff contact numbers will be taken on planned outings excluding impromptu short walks
- A fully charged mobile phone will be taken as a means of emergency contact and staff members will contact the nursery at least once whilst out on the trip.
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform

- Children will be easily identified by staff when on a trip by use of a reflective jacket. The nursery name and telephone number will be displayed
- A head count will be carried out on leaving the nursery, on arrival at the designated place, regularly during the visit and before departure.
- A senior member of staff will carry out a risk assessment identifying any potential hazards on the journey or at the location prior to the outing
- In the event of an accident, staff will assess the situation, if required, the group will return to nursery immediately and parent/carer(s) will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parent/carer(s) being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery
- A pre-visit checklist and risk assessment will always be carried out before the outing. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children.

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

- All staff members shall inform parent/carer(s) in advance of any visits or outings involving the transportation of children away from the nursery
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained. Regular checks are made to the nursery vehicle e.g. tyres, lights etc. and a log-book of maintenance, repairs and services is maintained
- The nursery vehicle is to be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts
- When we use a mini bus, we will check that the driver is over 21 years of age and holds a P.C.V driving license. This entitles the driver to transport up to 16 passengers

When children are being transported, ratios will be maintained.

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

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

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

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

### **Lost child procedure from nursery**

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

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parent/carer(s) of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parent/carer(s) and will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure.

- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parent/carer(s), children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary
- In any cases with media attention, staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.

### Lost child procedure from outings

Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

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

### No smoking policy

Children's health and well-being is of the utmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places.

You are respectfully required to abstain from smoking whilst on the premises. This rule also applies to staff, students, parent/carer(s), visitors, contractors etc.

Staff accompanying children outside the nursery are not permitted to smoke. We also request that parent/carer(s) accompanying nursery children on outings refrain from smoking whilst caring for the children.

Staff must not smoke whilst wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to change in to their own clothing and smoke away from the main entrance.

We respect that it is a personal choice to smoke, although as an organisation we support healthy lifestyles and therefore help staff and parent/carer(s) to stop smoking by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)
- Offering information regarding products that are available to help stop smoking
- Offering in-house support.

## Equipment and resources

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

To ensure this occurs within the nursery we will:

- Provide play equipment and resources which are safe, and where applicable, conform to the BS EN safety standards for Toys (Safety) Regulation (1995)
- Provide sufficient quantity of equipment and resources for the number of children registered in the nursery
- Provide resources to meet children's individual needs and interests
- Provide resources which promote all areas of children's learning and development
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and stereotyping
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- Store and display resources and equipment where all children can independently choose and select them
- Check all resources and equipment regularly at the beginning of each session and when they are put away at the end of each session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- Evaluate the effectiveness of the resources including the children's opinions and interests
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to.

### **Skipping Rope**

Physical exercise is very important to aid children's physical development and to support confidence, however it is vital that any equipment is used safely to avoid unnecessary accidents.

There have been several serious incidents involving skipping ropes and the nursery have, therefore, decided to follow the guidance from the British Heart Foundation's booklet 'Active Playgrounds, A guide for Primary Schools'

### **Large Garden Equipment**

It is well known that exercise is vital to aid the physical development of young children and to encourage them to continue a healthy lifestyle into their adult years.

At the nursery we encourage the children in our care to join in all sorts of different physical activities and provide a range of resources to make it fun and enjoyable. Children have plenty of opportunity to play in the fresh air through outdoor play. Children will be encouraged to participate but will not be made to do any activity that they are uncomfortable with.

In the garden we have a range of large outdoor equipment. Whilst this provides lots of opportunities for developing new physical skills and enjoyment it also brings danger. Children need to learn about danger and risk taking, however in order to make our garden a safe environment and to reduce the risk of possible accidents we have put the following procedures in place:

- All children will be supervised by a responsible adult at all times.
- Children will be taught the dangers of the equipment in a way that is suitable for their stage of development and understanding.
- Children will be encouraged to take turns and share equipment.
- The equipment will be checked/cleaned before use for animal faeces.
- The equipment will be checked for wear and tear/ damage regularly and withdrawn from use if faulty.
- Children will be encouraged to participate but will not be made to do any activity that they are uncomfortable with, for example the climbing frame.

## Critical incident

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

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability for the nursery to operate, we will contact parent/carer(s) via phone/email/text message.

### **Flood**

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parent/carer(s) will be notified in the same way as the fire procedure.

### **Fire**

Please refer to the fire safety policy.

### **Abduction or threatened abduction of a child**

At the Dolphin nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in. Parent/carer(s) are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitors policy.

Children will only be released into the care of a designated adult, see the arrivals and departures policy for more details. Parent/carer(s) are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parent/carer(s) are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

### **Bomb threat/terrorism attack**

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call is terminated. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

### **Other incidents**

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

### ***Adverse weather***

At the Dolphin nursery we have an adverse weather policy in place to ensure our nursery is prepared for all adverse weather such as floods, snow and heat waves.

If any of these incidents impact on the ability for the nursery to operate, we will contact parent/carer(s) via phone/email/text message.

### **Flood**

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

### **Snow**

If high snow fall is threatened during a nursery day then the manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parent/carer(s) and the staff team. In the event of a planned closure during the nursery day we will contact all parent/carer(s) to arrange for collection of their child.

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

### **Heat wave**

Please refer to our sun care policy.

## ***Supervision of children***

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

### **Supervision**

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

## ***Visitor's, supervision of***

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

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

### **Security**

- Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitor's Book and accompanied by a member of staff at all times whilst in the building
- The nursery manager must ensure all contractors accessing the nursery whilst children are present have suitable DBS checks and not left alone in any area that children may use
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander
- Parent/carer(s), visitors and students are reminded not to allow entry to any person whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parent/carer(s) entry to the nursery
- The nursery will under no circumstances tolerate any form of harassment from third parties including visitors towards others, including children, staff members and parent/carer(s).

### **Visitor's Personal Belongings.**

At the Dolphin we pride ourselves on our outstanding safeguarding policy. All staff at the Dolphin keep their mobile phones locked away during working hours, and know that a phone including a camera are never allowed in a room where children are present, and we feel that it is as important to visitors too.

We understand that for reasons out of our control that you may need to keep your phone with you at all times, with this in mind we would still like to regulate this policy to our best ability, we therefore ask that you keep it in your pocket at all times and exit the room to take any phone calls needed.

## Staff

### Personnel

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

- The best interests of the children, their welfare, safety, care and development
- The requirements of the Early Years Foundation Stage
- The needs of the children including maintaining continuity of care
- Compatibility between all members of staff and the building of a good team spirit
- Consideration of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential
- Equal pay for work of equal value
- Compliance with the current legislation including the principles of the Equality Act 2010 and all current legislation governing discrimination.

We will ensure:

- The provision of a person specification and job description for each member of staff prior to an interview
- All interviews will follow our recruitment procedures to ensure safe and fair recruitment occurs
- The provision of a statement of terms and conditions and contract for each member of staff on employment (contract to be received by new employee within two months of commencement of employment)
- Prior to commencement of employment, the successful applicant shall be provided with an offer letter (conditional on enhanced Disclosure and Barring Service (DBS) clearance) with the induction procedure and any details of other information relevant for their first day of work
- New members of staff will be provided with copies of all the policies and procedures and we will ensure their understanding and adherence to these over an induction period
- Harassment of any member of staff relating to race, sexual orientation, gender, gender reassignment, age, religion or belief and disability will not be acceptable. This includes unwanted verbal or physical third party harassment by those not employed by the nursery.

### Staff development and training

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

Personal and professional development is essential for maintaining the delivery of high-quality care and learning for children in their early years. It underpins all aspects of positive interactions and activities planned for children.

At the Dolphin we ensure that A MINIMUM OF 50% of staff are qualified to Level 3 (or equivalent) or above in childcare and education, THIS IS ONLY A MINIMUM AS REQUIRED BY OFSTED AND WE NORMALLY OPERATE AT AROUND 80%. We strongly promote continuous professional development and work with all staff to offer suitable training throughout the year. We have a training budget which is set annually and reviewed to ensure that the team gain external support and training where needed.

To facilitate the development of staff we:

- Coach, lead 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 meetings and team meetings to develop these ideas. Regular meetings are also held to discuss activity planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses
- Encourage staff to pass on their knowledge to those who are less experienced and share knowledge from external training with small groups of staff within the nursery
- Provide regular in-house training relevant to the needs of the nursery

- Carry out termly supervisions with all staff. These provide opportunities for staff to discuss any issues, identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness. Staff appraisals are carried out annually where objectives and action plans for staff are set out, whilst also identifying training needs according to their individual needs
- Promote a positive learning culture within the nursery
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
- Provide inductions to welcome all new staff.
- Offer on going support and guidance
- Offer varied information sources including membership to local and national organisations, resources, publications and literature to all staff.

### Supervisions and appraisal meetings

As part of our culture of safeguarding and continuous improvement we implement supervisions for all of our staff following their induction and probation period.

Supervisions provide staff with the opportunity to:

- Discuss any issues – particularly concerning children’s development or well-being;
- Identify solutions to address issues as they arise; and
- Receive coaching to improve their personal effectiveness.

The frequency of these is termly and are carried out by the employees line supervisor. A template agenda is used to ensure consistency across the setting. This clearly sets out who does what and the timeframe, i.e. what the supervisor is responsible for and what the practitioner needs to do.

Where staff are struggling to identify areas to discuss in a appraisal we will ask them to identify three things they have enjoyed about their job since the last appraisal and one thing they have least enjoyed. They will be asked to complete this prior to appraisal.

It is the responsibility of the supervisor to plan time to ensure that all staff have supervisions. If for any reason a supervision meeting is cancelled a new date will be rearranged.

Supervision forms also include a declaration for members of staff to declare any criminal offences since last DBS or reason for incapability to work with children. It is each member of staff’s responsibility to ensure that they are available for supervision meetings or support and that the necessary paperwork is complete. Information shared in supervision sessions is confidential.

The supervision process will be evaluated once/twice a year through staff feedback.

### Confidentiality policy

The nursery’s work with children and their families will bring us into contact with confidential information. It is a legal requirement for the nursery to hold information about the children and families using the nursery and the staff working at the nursery. This information is used for registers, invoices and emergency contacts. However all records will be stored in a locked cabinet in line with Data Protection registration, we are registered with the Information Commissioner’s Office (ICO) and our registration number is Z2820346

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

- Storing confidential records in a locked filing cabinet
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery
- Ensuring that parent/carer(s) have access to files and records of their own children but not to those of any other child
- Gaining parental permission for any information to be used other than for the above reasons
- Ensuring the staff, through their close relationship with both the children and their parent/carer(s), learn more about the families using the nursery.
- Ensuring staff do not discuss personal information given by parent/carer(s) with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality in the role of the key person. If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality

- Ensuring issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis. If, however, a child is considered at risk, our safeguarding policy will override confidentiality.

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

### *Sharing of Information*

Management or staff will not discuss your child with others unless they have permission from you. When a child moves on from The Dolphin, we share information about their progress and development with the next pre-school provider or school. We also share information with other settings where a child attends more than one setting. Parent/carer(s) are asked to give written consent to sharing child development summaries and to sharing information about any additional needs their child may have.

Staff will however divulge confidential information to the Multi-Agency Safeguarding Hub or to Ofsted if they have any concerns that your child is being abused. Please see the Safeguarding Children Policy.

The nursery's records and documentation are kept and stored in accordance to the minimum legislative archiving time. We currently archive records for at least 21 years and three months.

All staff and student workers at the nursery will be made aware of our nursery policies and MUST abide by them.

### *Safe recruitment of staff*

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

#### **Advertising**

- We use reputable newspapers, websites and the local job centre to advertise for any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures; including an enhanced Disclosure and Barring Service (DBS) check, at least two independent references for each new employee.

#### **Interview stage**

- We shortlist all suitable candidates against a preset specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description, a person specification and a request for identification prior to the interview
- The manager and fellow Director will both sit on the interview panel and are both involved in the overall decision making
- At the start of each interview all candidates' identities will be checked using, for example, their passport and/or photo card driving licence. All candidates will be required to prove they are eligible to work in the UK
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These are formulated around specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care.
- Candidates will be given a score for their answers including a score for their individual experience and qualifications
- Each shortlisted candidate will be asked to take part in a trial session which will involve spending time in a particular age group in the nursery interacting with the children, staff and where appropriate parent/carer(s)
- The interview panel will select the most suitable person for this position based on these scores and their knowledge and understanding of the early years framework as well as the needs of the nursery.
- Each candidate will receive communication from the nursery stating whether they have been successful or not.

#### **Starting work**

- The successful candidate will be offered the position subject to at least two references from previous employment or in the case of a newly qualified student, their tutor and a personal or professional reference (e.g. their GP).
- Prior to employment but after the job has been offered a health check questionnaire will be given to the employee

- All new starters will be subject to an enhanced Disclosure and Barring Service (DBS) check unless they already subscribe to the DBS Subscription service. In which the certificate will be checked for authenticity and confirmed as still current via the DBS website. This will be initiated before the member of staff commences work in the nursery and they will not have **unsupervised** access to any child or their records before this check comes back clear. Further to this, the taking of photographs of any child, looking at their learning and development log or changing the nappy of any child will not be undertaken by any new member of staff without an up-to-date enhanced DBS check (whether supervised or not)
- All qualifications will be checked and copies taken for their personnel files
- All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures.
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children Policy and procedure

### **Ongoing support and checks**

- All members of staff will update a health questionnaire on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties
- All staff are responsible for notifying the manager in person should any circumstances arise that may affect their suitability to work with children. This will include any incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the manager in a reasonable timescale.
- Each member of staff will receive three meetings a year with their line supervisor, a formal appraisal and two informal supervision reviews (see supervision policy).
- The manager, deputy and room leaders will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, ongoing supervision, work-based observations and constructive feedback.

### **Legal requirements**

- The nursery abides by all legal requirements relating to safe recruitment from the Early Years Foundation Stage
- The nursery also abides by the employer's responsibilities relating to informing the Independent Safeguarding Authority of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. Please refer to the safeguarding policy for further information.

### ***Supervision of staff***

The nursery manager is responsible for ensuring all staff, including students, are suitable to work with children. Checks are carried out via enhanced DBS clearance checks and followed up with annual checks to via the subscription service. Where possible staff will have the checks completed prior to starting employment. However if there are delays in checks coming through as a last resort staff may work in the nursery before these checks are completed as long as they are supervised by registered staff at all times.

All nursery staff will be informed of staff awaiting enhanced DBS clearance.

Staff awaiting these checks will never:

- Be left unsupervised whilst caring for children
- Take children for toilet visits unless supervised by registered staff
- Change nappies
- Be left alone in a room or outside with children
- Administer medication
- Administer first aid
- Take photographs of any children
- Look at a child's learning and development log.
- Have access to children's personal details and records.

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

We recognise that the enhanced DBS disclosure is only part of a suitability decision and nursery management will ensure each individual working with a child goes through a vigorous recruitment and induction procedure (as laid out in the safe recruitment policy). We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the nursery.

All students will also receive an interview to ensure they are suitable for the nursery, an induction process to ensure they fully understand and are able to implement the nursery procedures, working practices and values. All students

will be fully supervised to ensure they receive the appropriate support, training and information they may require. See student policy

### *Mobile phone and social networking (E-safety)*

We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. This is why mobile phones are not to be used during working hours.

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as 'Facebook' could have an impact on how parent/carer(s) using the nursery view the staff.

Staff must adhere to the following:

- Mobile phones can only be used on a designated break and then this must be away from the children
- Mobile phones should be stored safely in the staff area at all times.
- During outings, staff will use mobile phones belonging to the nursery. Photographs must not be taken of the children on any phones, either personal or nursery owned
- Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on the nursery's reputation
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery
- If staff choose to allow parent/carer(s) to view their page on social networking sites then this relationship must remain professional at all times, we would recommend that security settings on social network sites are at the highest level to prevent anyone whom your not friends seeing information about you or your line of work.
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Parent/carer(s) and visitors use of mobile phones

- The nursery operates its own mobile usage policy in relation to staff and visitors to the premises. Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care, parent/carer(s) and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children

### *Students*

The nursery is committed to sharing good practice with those wishing to pursue a career in childcare. Therefore, students will be welcomed to join our staff team and gain work experience within our nursery. We welcome the chance to encourage training. We accept student placements and recognise this as an opportunity to examine and revise our own practice. We will accept 2 students at a time as more students than this places undue pressure on staff.

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

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

- Students will be supervised at all times by a member of staff assigned to them and will not be left alone with the children
- Students will be asked to read all nursery policies that relate to their placement during their student induction
- We require students to keep to our confidentiality policy and sign their acceptance to them.
- It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the Manager or room supervisor to receive feedback about the student's progress
- Students will be offered support and guidance throughout their placement and offered constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities and will aid their development
- An accurate evaluation of ability and performance for both students and training providers will be provided and the nursery will support students who are experiencing difficulties with action plans if needed
- To maintain parent partnerships, parent/carer(s) will be informed of when students are present in the nursery via the parent noticeboard. Wherever possible this will be accompanied by a recent photograph of the student.

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

### **Students' induction pack**

On commencing their placement, the student will be given a pack containing:

- General information about the nursery
- A copy of this Student policy
- A confidentiality statement which will require reading, signing and returning to the Nursery manager
- Details of access to all nursery relevant policies and procedures

Students are required to sign to acknowledge that they've had a full induction and understand their responsibility during their time us.

## *Volunteers*

The Dolphin recognises the immense benefits that volunteers bring to the nursery. In return, we hope to give volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.

### **Status of volunteers**

A volunteer is not an employee and will not have a contract of employment with the nursery. We will however insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency and quality of care and early learning for the children.

### **Enhanced DBS check**

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check and subscription service sign up. These checks will be conducted before any volunteer starts their time within the nursery and this will also include two written references.

### **Training**

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection and 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.

### **Policies and procedures**

Volunteers are expected to comply with all the nursery's policies and procedures. The volunteer's induction process will include an explanation of this.

### **Confidentiality**

Volunteers are likely to become aware of confidential information within the nursery either about the children, its staff and parent/carer(s). Volunteers should not disclose this information and should follow the nursery confidentiality procedure at all times.

### **Volunteer's induction pack**

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of this volunteering policy
- A confidentiality statement which will require reading, signing and returning to the nursery manager
- Details of access to all nursery relevant policies and procedures

## *Whistleblowing*

Whilst we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening.

It is vital that all team members talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be ironed out as soon as they arise.

### **Disclosure of information**

If, in the course of your employment, you become aware of information which you reasonably believe tends to show one or more of the following, you **MUST** use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject e.g. EYFS

- That a miscarriage of justice that has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be, endangered
- That the environment, has been, is being, or is likely to be, damaged
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

#### **Disclosure procedure**

- If this information relates to safeguarding then the nursery safeguarding policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to Paul Bartlett 07809 339499
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the nursery manager.
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.

#### **Policy on expectant mothers (staff)**

If you are pregnant at work your employer must protect your health and safety at ALL times.

You have the right to paid antenatal care and maternity pay.

You must inform your manager/supervisor in writing at least 15 weeks before your due date and also the date you plan to begin your maternity leave so enough time can be made to prepare appropriate cover.

Once you have informed your manager/supervisor in writing you may be called into a meeting to discuss the pros and cons to working. Within this small meeting they will carry out a risk assessment and keep this signed copy along with a signed copy of this policy on their individual file. Between the manager/supervisor and the employee they will discuss in depth anything stopping the employer to carry out the job to their full potential.

Some of the things that will be discussed are:

- |   |                              |
|---|------------------------------|
| • Lifting and carrying heavy loads      | • Long working hours/breaks  |
| • Exposure to toxic substances          | • Previous pregnancy history |
| • Standing and sitting for long periods | • Any health concerns        |

Your manager will attempt to minimise as much risk as possible or prevent any exposure to it.

If you think you are at risk at any time you need to tell your manager/supervisor immediately and you may be called into a meeting to discuss this further, they will review this regularly throughout the pregnancy and adapt and make changes where necessary.

Your manager can not change your terms and conditions while you are pregnant without your agreement.

We ask if possible that you adapt any antenatal appointments around your working day, either early morning, late afternoon or on your days off to cause as less disruption to the day as possible.