**The Willows Pre-School Handbook**

The staff and committee would like to welcome you and your child to The Willows Pre-School. We hope the time you spend with us will be very enjoyable and rewarding.

The Willows pre-school aims to:

* provide high quality care and education for children who are primarily below statutory school age
* provide a safe, secure, stimulating and friendly environment
* work in partnership with parents to help children learn and develop
* add to the life and well-being of the local community
* to value and respect each individual, ensuring equality for all children and families

We can offer your child:

* a safe and stimulating environment
* generous care and attention, with a ratio of adults to children - 1:8 (1:4 at age 2)
* a chance to join with other children and adults to live, play, work and learn together
* the support needed to take forward her/his learning and development by being helped to build on what she/he already knows and can do
* their own key person who makes sure that initially she/he settles in well and then that they make satisfying progress throughout their time at The Willows
* a pre-school in which parents help to shape the service it offers

The intention of this handbook is to give you all the information you need to ensure that your child's transition into pre-school life is as much fun and as problem-free as possible.

The Willows has adopted a number of policies that have been devised to ensure that every child's experience of pre-school is as safe, stimulating, healthy and fair as it can be. A copy of all the policies can be found at the back of the handbook. Please take the time to read through them as they will answer a lot of the questions you may have and also assure you that we take the care and education of your child very seriously. If at any time you have any questions or concerns please don't hesitate to speak to a member of staff.

We are open for the following sessions:

Monday 9.00-3.00pm

Tuesday 9.00-3.00pm

Wednesday 9.00-3.00pm

Thursday 9.00-3.00pm

 Friday 9.00-3.00pm

**The pre-school is open during school term time only**

**Fees and Funding**

**Unfunded hours - £4.30**

Fees are the responsibility of the parents/carers until the beginning of the term after their child reaches 3. You may be eligible for funding for your two year old. Wiltshire Council can give you further details.

From this point the Government will fund a maximum of 15 hours per week per child, each session being a minimum of 2.5 hours long.

Pre-schools deal directly with Wiltshire County Council and apply for funding on your behalf. You do not need to contact them.

Children can attend more than 15 hours per week at different settings but parents/carers must fund any additional hours. If you are entitled to the extended hours then you must apply directly and pass the code to the manager.

The 15 hours do not have to be at the same setting, and can be divided between two settings.

The pre-school must be kept informed of any other setting that you decide to use and how many hours are to be claimed on your behalf by The Willows Pre-School. Our records must be correct or you could face a fine.

**Payment of fees**

* Fees will be invoiced termly **in advance**
* You will receive an invoice at the beginning of each term
* A minimum of one month's notice in writing is required if your child is leaving pre-school or one month's fee in lieu of written notice. If your child is leaving at the end of the summer term then this does not apply
* Fees are due for all periods during term time including those when your child is absent due to sickness or holidays. An exception to this is that of statutory bank holidays
* All fees are payable within seven days of the date on the invoice. If you are unable to comply with this then please contact the treasurer to organise an alternative payment method. Failure to meet the agreed payment terms may mean your child is excluded from the pre-school.

Late Collection of Children

The Willows Pre-School is insured to look after your children during the allotted session times. If you arrive too early at the beginning of the session or too late at the end of the session, your child/children will not be insured and this leaves our staff in a difficult position.

The Committee would therefore ask that you adhere to the allotted session times and if for any reason you are going to be late collecting your child, we would ask you to ring the play leader on 01225 769489.

Parents/Carers who are late in collecting their children without phoning will be charged £10.00 to cover the extra costs.

**The Curriculum provided by The Willows Pre-School**

Children start to learn about the world around them from the moment they are born. The care and education offered by The Willows pre-school helps children to continue to do this by providing all of the children with interesting activities that are right for their age and stage of development.

At The Willows Preschool we follow the Revised Early Years Foundation Stage (EYFS)

This is broken down into three Prime Areas of Learning:

* Personal, Social and Emotional Development (PSED)
* Physical Development (PD)
* Communication and Language (CL)

There are four Specific Areas of Learning:

* Literacy (L)
* Mathematics (M)
* Understanding of the World (UW)
* Expressive Arts and Design (EAD)

Within each of these areas there are additional categories and these are then affiliated into phases of development. When staff record observations about the children they link these to the EYFS and the individual categories that they fall into. The observations are colour coded for reference. Staff summarise the children’s development three times a year, using these observations, and share these through the Learning Journeys and parents’ evening. Further Information can be found at <http://www.foundationyears.org.uk/early-years-foundation-stage-2012/>

This curriculum is followed until the end of reception class when the children enter Key Stage 1.

Most of our time is spent playing; there are a variety of activities and resources offered each day, all of which are selected for a particular purpose. Sometimes it is something that the children have shown an interest in, or they have requested that we have out. At other times it is a recommended next step to enable the children to progress and develop. Often we have spontaneous activities based on a current fascination or something that we have seen. Much of our time is spent outdoors.

Play helps young children to learn and develop through doing and talking. In some of these activities children decide how they will use the activity and, in others an adult takes the lead in helping the children take part in the activity.

**Staff Working together for your children**

The Willows operates with a 1:8 (3 years +) or a 1:4 (2 years) ratio of adults to children in the setting. This enables us to:

* Give time and attention to each child
* Talk with the children about their interests and activities
* Help children to experience and benefit from the activities we provide
* Help children to explore and be adventurous in safety

**4.3 Staffing and qualifications**

Listed below are the qualifications already gained by our staff.

**Manager: Rachael Hill**

* NVQ4 CCLD
* Early Years Professional Status (EYPS)
* BTec Forest Schools Leadership
* Designated Safeguarding Lead
* First Aid
* Food Hygiene
* Safeguarding L3
* Safer Recruitment
* Every Child a Talker (ECaT)
* Prevent Duty
* On line Channel training

**Deputy Manager: Lydia Brewer**

* Higher National Diploma in Early Childhood Studies
* First Aid
* Food Hygiene
* On line Channel training

 **Senior Early Years Practitioners:**

 **Louise Feltham**

* NVQ 3 CCLD
* Safeguarding L3,
* Health and Safety,
* First Aid trained.
* Makaton.
* Every Child a Talker (ECaT)
* On line Channel training

**Julie Raymond**

* L3 diploma
* First Aid trained.
* Food Hygiene.
* Health and Safety
* On line safeguarding awareness
* On line Channel training

 **Early Years Practitioners:**

**Mary Allen**

* L3 diploma
* First Aid trained.
* Food Hygiene.
* On line safeguarding awareness
* On line Channel training

**Suzanna Worboys**

* First Aid trained
* On line awareness of abuse and neglect

**Chloe Mould**

* Early Years Apprentice

All staff attend annual safeguarding training – this may be on line, in house or external. There is always a food hygiene trained member of staff in session. There is always a paediatric first aid trained member of staff in session.

**Key persons**

The pre-school has a key person system. This means that each member of staff has a group of children for whom she/he is particularly responsible. Your child's key person will be the person who works with you to make sure that what the pre-school provides is right for your child's particular needs and interests. When your child first starts pre-school their key person will help them to settle in and throughout your child's time with us their key person will help them to benefit from the pre-school activities.

**Records of development**

The pre-school keeps records of development for each child. Staff and parents working together on these is one of the ways in which pre-school and parents work in partnership. Your child's record of development helps us to celebrate together the progress they have made and identifies what can be done to increase their well-being, confidence and knowledge.

Your child's key person will work with you to keep this record. To do this you and he/she will collect information about your child's needs, activities, interests and achievements. This information will enable the key person to identify your child's stage of development. You and the key person will then decide on how to help your child move on to the next stage.

You will be kept informed of your child's progress through the Learning Journeys. This is via the Interactive Learning Diary (ILD). Parents receive a log in and are able to view the observations made on their child. They are also able to upload their own observations from the home environment.

 If at any time there is something you would like to discuss with your child's key person or another member of staff they will make time to see you. There will also be opportunities to discuss your child's progress at parent’s evenings and a written report will be given to you in the summer term.

**Working in Partnership**

The pre-school and staff are managed by a committee made up of parents who work in a voluntary capacity to ensure that everything is run according to Ofsted standards and within budget. This year the committee members are:

Chairperson - Dave Evans

Treasurer - Debbie Hughes

Secretary - Amanda Noakes

We are always looking for new members and any parent is very welcome to come along to one of our meetings to find out more about work. If you are interested please mention it to a member of staff or anyone on the committee.

Each year the committee organises a number of events, some to raise money for the pre-school and some just so that the children can enjoy themselves. Events in the past have included jumble sales, Easter and Autumn fayres, plant sales, Christmas and end of school year parties and lambing excursions. Last year our summer term outing was a day at Bradford on Avon by train. We also put on a Nativity Play at Christmas which was enjoyed by both parents and children.

**Parental Involvement**

Parental involvement and co-operation is vitally important to the smooth running of the pre-school and the staff and committee can't emphasise enough how much we value your help.

Parents can help the pre-school by:

* Exchanging knowledge about their children's needs, activities, interests and progress with the staff
* Helping at sessions of the pre-school
* Sharing their own special interests with the children
* Helping to provide, make and look after the equipment and materials used in the children's play activities
* Being part of the management of the pre-school
* Taking part in events and informal discussions about the activities and curriculum provided by the pre-school
* Joining in community activities in which the pre-school takes part

**The Daily Pre-School Routine**

The pre-school morning starts at 9.00. Church Lane is quite narrow so we would ask you to follow a few simple rules when bringing your child to pre-school in order to help the traffic and parking situation.

The primary school have asked us to adhere to the one way system and parking restrictions that they ask their parents to follow.

 For safety reasons we ask that you only enter the school grounds through the gateway and along the path – not through the school car park or school grounds.

Your child will be able to find their name label and then choose a peg in the room. Lunchboxes go on the trolley as you leave.

The children each have a drawer with their name on which we would ask you to check every day, as there could be notes from either the staff or committee to keep you informed about events or activities. The children also use their drawers to keep their Learning Journeys and pictures in.

 When the session begins the children sit on the red carpet, ready for group registration, the weather board and language groups.

**What to bring**

Your child will get messy! Please don’t dress them in their best clothes as they will explore a variety of activities such as water, paint and soil. Whilst we encourage them to wear aprons, they do get messy. Please bring a change of clothes for your child, in a bag which they can leave on their peg.

Your child also needs a coat if it is cold/wet as the doors are open for them all day long. Wellies can be left in the preschool if they are named. In the warmer weather we ask that you apply sun cream before they enter preschool and then leave it in their bags for further applications. This should be named. Your child also needs a sun hat (named) which can be left in their drawer or bag.

**A Day at The Willows**

A typical day begins with the group being split into two or three for the register to be taken and a discussion about the date and the weather. During the session there will also be time to talk about the current topic. The children are also encouraged to tell the others about things they’ve done, places they’ve visited etc.

This is followed by a language group: the children are split into broad age groups (toddlers, younger three year olds and pre-schoolers) and an adult role models the language focus. This may be through stories and songs, games, picnic play etc. The pre-schoolers follow the Letters and Sounds programme which prepares them for phonics when they attend reception class.

After registration the children are able to choose from a variety of activities which are out on the tables or the floor. These incorporate the areas of learning and can include: painting, play dough, water/sand play, puzzles, cars and the home corner. There is also free choice from a large number of resources which the children are free to access when they like.

Throughout the session, children are able to access the outdoor play area. We have some outdoor equipment and children are free to take activities outside. Please bring wellies and suitable coats for your child.

Toileting at this age is very important so we have a routine to ensure that all the children wearing nappies have them checked and changed, if necessary during the session. Children not in nappies are asked regularly if they need the toilet.

Please can you provide a bag with nappies, wet wipes and clothes in case of accidents?

**Snack-Time**

Snack time is usually about 10.00am and we all sit down together in key groups. The children are offered milk or water to drink and there is usually a choice of fruit, crackers, toast and salad. Festivals are acknowledged through snack time with noodles and stir fry for the Chinese New Year, pancakes on Shrove Tuesday and party food at party time!

The morning usually ends with the group being split in three again and having stories and song time. We have a music sessions during the week when children can make lots of noise!

You can wait in the foyer at the end of the morning and a member of staff will let you in.

**Lunch-Time**

Lunch starts at 12pm and the children all sit together with the staff. We request that children bring a healthy lunch and drink in their lunch box. We encourage the children to eat the lunch you have provided and put leftover food back in. After lunch they have chance to read some books. The afternoon session is similar to the morning but has varied activities and resources. We have a drink at 2.30pm before the end of the day.

We pride ourselves on being a very friendly and approachable pre-school so if you have any questions please feel free to ask either a member of staff or the committee.

Please remember to read through the policies that follow.

We hope this handbook has given you a good idea of what The Willows Pre-School has to offer your child and that your experience here is a very happy one.

A (very) brief guide to The Willows

Welcome to The Willows… This provides an overview of what we do, and why we do it! Please feel free to ask questions.

Staffing:

Manager and Designated Safeguarding Lead – Rachael Hill

Deputy – Lydia Brewer

Senior Early Years Practitioners – Louise Feltham and Julie Raymond

SENCo (training) – Lydia Brewer

Early Years Practitioners – Mary Allan,

Play Assistant – Suzanna Worboys

Apprentice – Chloe Mould

All practitioners hold their Level 3 qualification as a minimum. Staff are all DBS checked and receive safeguarding training both in house and externally. Staff are first aid trained.

Committee:

We are a charity and therefore have a committee who are made up of mainly parents. The three roles of Chair, Treasurer and Secretary lead the remaining members. The committee welcome new members and meet termly, usually at the preschool. They are responsible for fundraising, as well as providing a supportive role to the manager and staff. Please see appendix for more info.

How to contact us:

Telephone – 01225 769489 – the office is unmanned but there is an answer machine so leave a message.

Facebook – we cannot guarantee that we will see posts on the preschool wall every day but generally we will at some point!

Email – staffwillows@googlemail.com – this is checked every other day as a minimum.

Face to face – if you require a longer chat, or some privacy, please ask to come in early or later. If you are requesting changes to anything, please put it in writing! We have a website: [www.thewillowspreschool.org.uk](http://www.thewillowspreschool.org.uk) and two Facebook pages to keep you updated.

Children’s learning and development:

The Willows use the ILD (interactive Learning Diary) app to observe, link and plan your child’s learning. You will receive a letter detailing your log in and showing you how to set this up. This is all tracked through the Early Learning Goals which children are expected to reach by the end of their reception year. Further information can be found at: <http://www.foundationyears.org.uk/eyfs-statutory-framework/>

And this link: <http://www.foundationyears.org.uk/what-to-expect-when/>

Has an at-a-glance style reference for parents, split into age bands.

Staff are always happy to explain further.

We offer a parents’ evening three times a year; this allows keypersons to share your child’s development with you in the form of a summative report. You are then able to ask questions, share concerns and celebrate your child’s progress.

Each child has their own drawer. You will find letters, invoices, paintings and allsorts in them! Please empty (and read letters) regularly.

We use the outdoor whiteboard to inform parents about the day – we list some of the things children have taken part in, the snacks they have been offered, any other details which we feel you need to be aware of.

Daily routine:

We offer an early start option (8.30am, £2 per day) if booked in advance. Please enter via our playground and wait on the decked area for the door to be opened. Children should be encouraged to find their name and they choose a peg once they are inside. Lunchboxes are to be left on the trolley, and the signing in/daily contact sheet to be filled in accordingly. Children should come and sit on the red carpet once they have hung up their belongings, and parents may leave through the lobby door.

Our day commences with three groups (split in approximate age bands) and we have registration, the calendar and then language focus. This is either Toddler Talk, BLAST or Letters and Sounds. This is one of the few adult led sessions that we use as much of our time is child led.

After this session the children are free to play with the resources, or take part in an activity.

Snacktime is around 10am – we offer toast and fruit/veg, with milk or water to drink. Children are encouraged to be independent and to pour their own drinks and to help clear the tables before and after. Allergies are recognised and catered for.

After this we return to child led play. Staff are on hand to observe, support and guide children as needed. The outside area is open for children who choose. We use the outdoor area most of the day so please could you ensure that your child has weather appropriate clothing. You can leave wellies at preschool in the storage if they are named. Children should also bring a change of clothes with them each day.

PLEASE name everything that your child brings to preschool! You might recognise their coat/lunchbox but staff have 24 children who may all have the same design!

We tidy up around 11.35, ready for a story, some singing and some extra social circle time as needed. Lunch is at 12pm and the children choose where to sit, being supported by adults if needed. Again we encourage independence and promote healthy eating.

There is a hot lunch option for children; we can order through the primary school kitchen. Menus are sent out via email and you will need to be added to the list.

Please name all lunchboxes, drinks bottles and pots. We try and encourage healthy lifestyles at The Willows and ask that you consider this when making packed lunches. We would also ask that no sweets are included, or nuts, including peanut butter. Please chop grapes and tomatoes and sausages.

After lunch the children read books or listen to stories until 1pm when some children go home.

The afternoon session is similar in structure; we offer a variety of activities alongside free play. At 2.30 we tidy up and have a drink before story and songtime. We close at 3pm.

Independence: we promote this at every opportunity whilst maintain a caring and nurturing adult presence. Toileting is an example of this – we encourage children to use the loo at particular times and assist them in removal of clothes. We then begin to ask them to have a try. With coats and wellies we ask them to put one arm in, to take off shoes, to undo Velcro, to find their peg etc. this all builds up self-esteem and confidence in their abilities.

We advise parents: don’t do anything regularly for your child that you know they are able to do themselves!

Invoices:

Our hourly rate is £4.10 an hour. This applies if you use unfunded hours. Please remember that invoices should be paid promptly. If you have any problems paying then please see Rachael or write to the Treasurer, Hannah Smith.

Funding is available for children the term after their third birthday (1st Sep, 1st Jan, 1st April) and some children may be eligible for Better 2Gether funding (age 2) or Early Years Pupil Premium support. Please see Rachael or Diane if you think you should be in receipt of either of these.

If you would like information about paying for places using employer childcare vouchers then please see Rachael.

From January 2016 we will be charging a fee of £25 for new sessions or new starters. This will be refunded once your child takes up the sessions. This is being introduced due to the large number of sessions being booked and then not being taken up, meaning we have turned away other children.

Safeguarding guidelines:

During the summer months (or sunny months!) you must apply suncream prior to your child’s sessions. You may then leave the named tube in their drawer for staff to reapply at lunchtime.

We ask parents to fill in a “Pre existing injury” form if you are bringing your child to preschool with marks/injuries. This is to ensure that staff are aware of the marks, and also to safeguard all concerned. These forms are found in the lobby.

If your child hurts themselves whilst they are preschool staff will fill in an accident form and ask you to sign it.

If your child has to be restrained, or is involved in any physical squabbles, staff will fill in an incident form.

We take safeguarding and child protection very seriously. Our “What to do” flowcharts are displayed in the lobby for everyone to be aware of. Staff are well trained in Signs and Symptoms and we have a duty to your child.

Illness: if your child is ill, please do not send them to preschool. Tummy bugs need at least 48 hours to clear up. If your child has been prescribed medicine we are able to administer. But, if they are not quite themselves, please keep them safe and well at home.

Allergies:

We have a section on the registration forms to inform staff of this.

Outings and trips:

we try and go out once a term but do rely on parents to help out. It is imperative that you return the permission slips promptly as we must have a total number to help us to plan trips.

We try and put on different events when possible, and again ask that permission slips are returned promptly to allow us to make necessary provision.

Parking:

Please DO NOT park in the bus bay or over the school driveway, or in the Drop Off Zone.

We also ask you to respect the school one way system, which means you should enter Church Lane from Southwick Road and leave by Westbury Road. This reduces the congestion through Church Lane.

What if…

* You are running late? Call and leave a message. Read our late collection policy for further info.
* You need someone else to collect your child? Fill in a Different Collector form (in the lobby) and pass to staff. If it is last minute then call and leave a message, ensuring you provide details on how we will recognise and identify the adult. Please use a password with other collectors.
* Your child is ill and not attending? Leave us a message, either email, Facebook or phone. Attendance is not compulsory.
* Your child was teary/upset on arrival? If they really do not settle then we will call you. Generally they are fine after 15 mins or so. “No news is good news”! With new starters we presume it will take about three sessions before they are confident in the preschool. This may depend on frequency and regularity of attendance.
* You are going on holiday? Inform us in writing. Again, attendance is not compulsory.
* You have a change of address/personal details/family situation? Inform us in writing, along with the date.
* You would like to alter sessions? Put the request in writing and we will endeavour to help.
* You need a list for a party/cards/event? You can either write names from drawers or ask your keyperson for some assistance.
* Your child wants to bring toys into preschool? We’d rather they didn’t as they get lost, broken, wanted by other children, but do understand that at times they may wish to.
* You have concerns about your child’s development? Speak to your keyperson. They can then either signpost you to external services (Health Visitor, GP, Children’s Centre) or refer you to other staff (SENCo or Manager).
* You need some support/advice with other issues? You are always welcome to come and speak to staff. We will do our very best to offer support/guidance/signpost you to people who can help. We maintain confidentiality at all times.
* You need information re primary school places? You need to apply the autumn term prior to your child’s start date. You can do this on line or through the school that you have selected. You can book visits to schools through their receptionists.

The Committee

We are a registered charity run by an elected committee of volunteers, mostly made up of parents of children attending the Pre-School. The committee work in tandem with the Pre-School staff to ensure the smooth running of the preschool.

The committee is elected every year at the Annual General Meeting (AGM) which is held in September

The committee is responsible for:

• Supporting the senior staff in managing the preschool finances and personnel;

• Making sure that the preschool has – and works to - policies which help it to provide a high quality service;

• Making sure that the preschool works in partnership with the children's parents; and

• Fundraising.

We depend very much on the goodwill of parents and their involvement with the Pre-School.  Without the committee the preschool would not be able to operate and would have to close.

Each volunteer member of the committee will bring different skills which are invaluable to the running of our preschool.  Committee members have worked, or do work, in various industries, such as management, financial, or secretarial. Others may have worked with children before, or in situations dealing directly with the public. Both mums and dads are equally welcome to join us.  The important thing is, you don’t need any direct experience to make a difference.

The committee can consist of no more than 12 elected members, but sub-committees may be formed so tasks may be shared among parents and all the work need not fall on any one person.  There are three main roles required on the committee, the Chair, the Treasurer and the Secretary.  These posts have a more defined role, some details of which are set out below together with some of the duties shared amongst committee members:

Chair

Chairs all committee, general and annual meetings including the AGM.  Assists the Secretary with the preparation of the agenda for these meetings.  Co-ordinates the work of the committee.  Acts as the “Nominated Person” for Ofsted purposes.  Line manages the Administrator of the preschool.  Works alongside the Treasurer and may sign cheques jointly with him and supports the rest of the Committee members.

Treasurer

Prepares or assists in preparing in advance an annual budget for the preschool and monitors it regularly.  Monitors the preschool bank accounts, opens new accounts if required and changes signatories when required.  Signs cheques jointly with the Administrator or other nominated committee members.  Keeps accounts of all income and expenditure and keeps the committee aware of the financial position of the preschool by providing a statement of the finances at every meeting.   Arranges to have the accounts audited and presents them at the AGM.  Arranges for accounts to be filed and records updated at the Charities Commission.

Secretary

Organises all meetings including booking venues (if appropriate) and liaising with committee members to ensure they are all informed.  Prepares and circulates agenda’s for each meeting, takes minutes at each meeting and circulates minutes for approval of all committee members.  Supports all Committee members.

Shared responsibilities for all committee members

Act in the best interests of the preschool, promoting its values and working together to achieve its charitable objectives. Working as part of a team, reading committee papers and contributing to the decision making process of the committee. Undertake Ofsted suitability checks as appropriate.  Ensure that the preschool complies with the rules in its constitution, charity law and other regulations that govern the work of the preschool.

The Annual General Meeting is open to the parents of all of the children who attend the preschool.  It is our forum for looking back over the previous year's activities and shaping the coming year's activities.

If you would like to feel that you are putting something back into our community and volunteer for the committee in any role, no matter how large or small, please speak with our staff

We very much look forward to welcoming all new volunteers.

**POLICIES**

**Safeguarding children**

**1.1 Children’s rights and entitlements**

**Policy statement**

* We promote children's right to be *strong, resilient and listened to* by creating an environment in our setting that encourages children to develop a positive self image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
* We promote children's right to be *strong, resilient and listened to* by encouraging children to develop a sense of autonomy and independence.
* We promote children's right to be *strong, resilient and listened to* by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.
* We help children to establish and sustain satisfying relationships within their families, with peers, and with other adults.
* We work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

**What it means to promote children’s rights and entitlements to be ‘*strong, resilient and listened to’.***

To be strong means to be:

* secure in their foremost attachment relationships where they are loved and cared for, by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied on;
* safe and valued as individuals in their families and in relationships beyond the family, such as day care or school;
* self assured and form a positive sense of themselves – including all aspects of their identity and heritage;
* included equally and belong in early years settings and in community life;
* confident in abilities and proud of their achievements;
* progressing optimally in all aspects of their development and learning;
* to be part of a peer group in which to learn to negotiate, develop social skills and identity as global citizens, respecting the rights of others in a diverse world; and
* to participate and be able to represent themselves in aspects of service delivery that affects them as well as aspects of key decisions that affect their lives.

To be resilient means to:

* be sure of their self worth and dignity;
* be able to be assertive and state their needs effectively;
* be able to overcome difficulties and problems;
* be positive in their outlook on life;
* be able to cope with challenge and change;
* have a sense of justice towards self and others;
* develop a sense of responsibility towards self and others; and
* be able to represent themselves and others in key decision making processes.

To be listened to means:

* adults who are close to children recognise their need and right to express and communicate their thoughts, feelings and ideas;
* adults who are close to children are able to tune in to their verbal, sign and body language in order to understand and interpret what is being expressed and communicated;
* adults who are close to children are able to respond appropriately and, when required, act upon their understanding of what children express and communicate; and
* adults respect children’s rights and facilitate children’s participation and representation in imaginative and child centred ways in all aspects of core services.

**1.2 Safeguarding children and child protection**

(Including managing allegations of abuse against a member of staff)

**Policy statement**

Our setting will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life. Our safeguarding policy is based on the three key commitments of the Pre-school Learning Alliance Safeguarding Children Policy.

**Procedures**

We carry out the following procedures to ensure we meet the three key commitments of the Alliance Safeguarding Children Policy.

***Key commitment 1***

The Alliance is committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of its service delivery.

*Staff and volunteers*

* Our designated person (a member of staff) who co-ordinates child protection issues is:

Rachael Hill and Lydia Brewer

* Our designated officer (member of the management team) who oversees this work is:
* Rachael Hill and Lydia Brewer
* We ensure all staff are trained to understand our safeguarding policies and procedures and Code of Conduct and parents are made aware of them too, via the handbook and signed acceptance.
* All staff have an up-to-date knowledge of safeguarding issues.
* We provide adequate and appropriate staffing resources to meet the needs of children.
* Applicants for posts within the provision are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
* Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Criminal Records Bureau or DBS, as applicable, before posts can be confirmed.
* Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
* We abide by Ofsted requirements in respect of references and Criminal Record Bureau/DBS checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the provision or has access to the children.
* We record information about staff qualifications, and the identity checks and vetting processes that have been completed including:
* the criminal records disclosure reference number;
* the date the disclosure was obtained; and
* details of who obtained it.
* We inform all staff that they are expected to disclose any convictions, cautions, court orders or reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment with us)on an on going basis through Disqualification declarations.
* Volunteers do not work unsupervised.
* We abide by the Safeguarding Vulnerable Groups Act (2006) requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have lead to dismissal for reasons of child protection concern.
* We have procedures for recording the details of visitors to the setting, using the Signing In Book which informs visitors to not use mobile phones.
* We take security steps to ensure that we have control over who comes into the provision so that no unauthorised person has unsupervised access to the children.
* We take steps to ensure children are not photographed or filmed on video for any other purpose than to record their development or their participation in events organised by us. Parents sign a consent form and have access to records holding visual images of their child. Photos are held on the preschool laptop, as per the Technology Policy.

***Key commitment 2***

The Alliance is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you’re worried a child is being abused' (HMG 2006).

*Responding to suspicions of abuse*

* We acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.
* When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through:
* significant changes in their behaviour;
* deterioration in their general well-being;
* their comments which may give cause for concern, or the things they say (direct or indirect disclosure);
* changes in their appearance, their behaviour, or their play;
* unexplained bruising, marks or signs of possible abuse or neglect; and
* any reason to suspect neglect or abuse outside the setting.
* We take into account factors affecting parental capacity, such as social exclusion, domestic violence, parent’s drug or alcohol abuse, mental or physical illness or parent’s learning disability.
* We document and record accidents, pre-existing injuries and any welfare concerns, sharing this with parents.
* We are aware of other factors that affect children’s vulnerability such as abuse of disabled children, fabricated or induced illness, child abuse linked to beliefs in spirit possession, sexual exploitation of children such as through internet abuse and Female Genital Mutilation that may affect or may have affected children and young people using our provision.
* We also make ourselves aware that some children and young people are affected by Prevent Radicalisation, Child Sexual Exploitation, Female Genital Mutilation, Bullying, Cyber-Bullying, Domestic Violence, Drugs, Induced Illnesses, Forced Marriage, Gangs and Youth Violence, Mental Health, Trafficking. While this may be less likely to affect young children in our care we may become aware of any of these factors affecting older children and young people who we may come into contact with.
* Where we believe a child in our care or known to us may be affected by any of these factors we follow the procedure for reporting child protection concerns.
* Where such evidence is apparent, the child's key person makes a dated record of the details of the concern and discusses what to do with member of staff who is acting as the 'designated person'. The information is stored on the child's personal file and the Safeguarding File.
* We refer concerns to the MASH or local authority children’s social care department and co-operate fully in any subsequent investigation.
NB In some cases this may mean the police or another agency identified by the Local Safeguarding Children’s Board.
* We take care not to influence the outcome either through the way we speak to children or by asking questions of children.
* We take account of the need to protect young people aged 16-19 as defined by the Children Act 1989. This may include students or school children on work placement, young employees or young parents. Where abuse is suspected we follow the procedure for reporting any other child protection concerns. The views of the young person will always be taken into account, but the setting may override the young person’s refusal to consent to share information if it feels that it is necessary to prevent a crime from being committed or intervene where one may have been or to prevent harm to a child or adult. Sharing confidential information without consent is done only where not sharing it could be worse than the outcome of having shared it.

*Recording suspicions of abuse and disclosures*

* Where a child makes comments to a member of staff that gives cause for concern (disclosure), observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect, that member of staff:
* listens to the child, offers reassurance and gives assurance that she or he will take action;
* does not question the child;
* makes a written record that forms an objective record of the observation or disclosure that includes:
* the date and time of the observation or the disclosure;
* the exact words spoken by the child as far as possible;
* the name of the person to whom the concern was reported, with date and time; and
* the names of any other person present at the time.
* These records are signed and dated and kept in the child's personal file which is kept securely and confidentially.
* The manager acting as the Designated Person is informed of the issue at the earliest opportunity.
* Where the Local Safeguarding Children Board stipulates the process for recording and sharing concerns, we include those procedures alongside this procedure and follow the steps set down by the Local Safeguarding Children Board.

*Making a referral to the local authority social care team (MASH)*

* The Pre-school Learning Alliance's publication *Safeguarding Children* contains procedures for making a referral to the local children’s social care team (MASH), as well as a template form for recording concerns and making a referral. This is based on ‘What to do if you are worried a child is being abused’ (HMG 2006).
* We keep a copy of this document alongside procedures set down by our Local Safeguarding Children Board which we follow where local procedures differ from those of the Pre-school Learning Alliance. The flowchart is displayed in the foyer and in the staff office.

*Informing parents*

* Parents are normally the first point of contact. We discuss concerns with parents to gain their view of events unless we feel this may put the child in greater danger.
* We inform parents when we make a record of concerns in their child’s file and that we also make a note of any discussion we have with them regarding a concern.
* If a suspicion of abuse warrants referral to social care, parents are informed at the same time that the referral will be made, except where the guidance of the Local Safeguarding Children Board does not allow this, for example, where it is believed that the child may be placed in greater danger.
* This will usually be the case where the parent is the likely abuser. In these cases the social workers will inform parents.

*Liaison with other agencies*

* We work within the Local Safeguarding Children Board guidelines.
* We have the current version of 'What to do if you’re worried a child is being abused' displayed in the foyer for parents and staff and all staff are familiar with what to do if they have concerns.
* We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the setting and social services to work well together.
* We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which may affect the well-being of children or where an allegation of abuse is made against a member of staff (whether the allegations relate to harm or abuse committed on our premises or elsewhere). Notifications to Ofsted are made as soon as is reasonably practicable, but at the latest within14 days of the allegations being made.
* Contact details for the local National Society for the Prevention of Cruelty to Children (NSPCC) are also kept.

*Allegations against staff*

* We ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the provision, or anyone living or working on the premises occupied by the setting, which may include an allegation of abuse.
* We respond to any inappropriate behaviour displayed by members of staff, or any other person working with the children, which includes:
* inappropriate sexual comments;
* excessive one-to-one attention beyond the requirements of their usual role and responsibilities, or

inappropriate sharing of images.

* We follow the guidance of the Local Safeguarding Children Board when responding to any complaint that a member of staff, or volunteer within the provision, or anyone living or working on the premises occupied by the setting, has abused a child.
* We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
* We refer any such complaint immediately to the local authority's social care department to investigate. We also report any such alleged incident to Ofsted and what measures we have taken. We are aware that it is an offence not to do this.
* We co-operate entirely with any investigation carried out by children’s social care in conjunction with the police.
* Where the management team and children’s social care agree it is appropriate in the circumstances, the chair/director/owner will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.

*Disciplinary action*

* Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, we will notify the Independent Safeguarding Authority (ISA) of relevant information so that individuals who pose a threat to children (and vulnerable groups), can be identified and barred from working with these groups.

***Key commitment 3***

The Alliance is committed to promoting awareness of child abuse issues throughout its training and learning programmes for adults. It is also committed to empowering young children, through its early childhood curriculum, promoting their right to be strong, resilient and listened to.

*Training*

* We seek out training opportunities via the Local Authority for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making referrals.
* We ensure that designated persons receive training in accordance with that recommended by the Local Safeguarding Children Board.
* We ensure that all staff know the procedures for reporting and recording their concerns in the setting.
* Staff regularly update their awareness training via on line courses and training websites.
* Staff have awareness and can refer to guidance concerning suspicions of Female Genital Mutilation (FME) and Child Sexual Exploitation (CSE).
* Staff are trained in Prevent Duty and radicalisation awareness.
* Our ICT/Mobile phone policy ensures that there is regard for child protection at all times.
* Staff use tablets to record and observe children’s development. These are kept on the premises and photos deleted once uploaded. Parents receive an activation key to create an account. Staff have individual log ins which ensures safety.
* Our Behaviour Management policy ensures that children are safeguarded through our monitoring of behaviour and the way in which it is managed in the setting. This includes an anti-bullying section which details procedures.
* Our Complaints policy informs stakeholders of the LCSB contact and procedure.

*Planning*

* The layout of the rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being visible to others.

*Curriculum*

* We introduce key elements of keeping children safe into our programme to promote the personal, social and emotional development of all children, so that they may grow to be *strong, resilient and listened to* and that they develop an understanding of why and how to keep safe.
* We create within the setting a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
* We ensure that this is carried out in a way that is developmentally appropriate for the children.

*Confidentiality*

* All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local Safeguarding Children Board.

*Support to families*

* We believe in building trusting and supportive relationships with families, staff and volunteers in the group.
* We refer to, and make use of, Wiltshire’s Early Help guidelines. This includes the MASH and Safeguarding Thresholds. We are able to offer guidance and signposting to families whom we feel would benefit.
* We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local children’s social care team, through notices in the foyer and the handbook.
* We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
* We follow the Child Protection Plan as set by the child’s social care worker in relation to the setting's designated role and tasks in supporting that child and their family, subsequent to any investigation.
* Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the Confidentiality and Client Access to Records procedure and only if appropriate under the guidance of the Local Safeguarding Children Board.

**Legal framework**

*Primary legislation*

* Children Act (1989 s47)
* Protection of Children Act (1999)
* Data Protection Act (1998)
* The Children Act (Every Child Matters) (2004)
* Safeguarding Vulnerable Groups Act (2006)

*Secondary legislation*

* Sexual Offences Act (2003)
* Criminal Justice and Court Services Act (2000)
* Equalities Act (2010)
* Data Protection Act (1998) Non Statutory Guidance

**Further Guidance**

* Working Together to Safeguard Children (under revision 2012)
* What to do if you are Worried a Child is Being Abused (HMG 2006)
* Framework for the Assessment of Children in Need and their Families (DoH 2000)
* The Common Assessment Framework for Children and Young People: A Guide for Practitioners (CWDC 2010)
* Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (HMG 2007)
* Information Sharing: Guidance for Practitioners and Managers (HMG 2008)
* Independent Safeguarding Authority: www.isa-gov.org.uk

**Other useful Pre-school Learning Alliance publications**

* Safeguarding Children (2010)

**1.3 Looked after children**

**Policy statement**

Early years settings are committed to providing quality provision based on equality of opportunity for all children and their families. All staff in our provision are committed to doing all they can to enable ‘looked after’ children in their care to achieve and reach their full potential.

Children become ‘looked after’ if they have either been taken into care by the local authority, or have been accommodated by the local authority (a voluntary care arrangement). Most looked after children will be living in foster homes, but a smaller number may be in a children’s home, living with a relative or even placed back home with their natural parent(s).

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

Most local authorities do not place children under five with foster carers who work outside the home; however there are instances when this does occur or where the child has been placed with another family member who works. The Alliance maintains that it not appropriate for a looked after child who is under two years to be placed in a day care setting in addition to a foster placement.

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

*Principles*

* The term ‘looked after child’ denotes a child’s current legal status; this term is never used to categorise a child as standing out from others. We do not refer to such a child using acronyms such as LAC.
* We offer places to two-year-old children in exceptional circumstances who are in care. In such cases, the child should have been with the foster carer for at least two months and show signs of having formed a secure attachment to the carer and where the placement in the setting will last a minimum of three months. This is on an individual basis and each case would be looked at.
* We offer places for funded three and four-year-olds who are in care to ensure they receive their entitlement to early education. We expect that a child will have been with a foster carer for a minimum of one month and has formed a secure attachment to the carer. We expect that the placement in the setting will last a minimum of six weeks.
* We will always offer ‘stay and play’ provision for a child who is two to five years old who is still settling with their foster carer, or who is only temporarily being looked after.
* Where a child who normally attends our setting is taken into care and is cared for by a local foster carer we will continue to offer the placement for the child.

**Procedures**

* The designated person for looked after children is the designated child protection co-ordinator.
* Every child is allocated a key person before they start and this is no different for a looked after child. The designated person ensures the key person has the information, support and training necessary to meet the looked after child’s needs.
* The designated person and the key person liaise with agencies, professionals and practitioners involved with the child and his or her family and ensures appropriate information is gained and shared.
* The setting recognises the role of the local authority social care department as the child’s ‘corporate parent’ and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parent’s or foster carer’s role in relation to the setting without prior discussion and agreement with the child’s social worker.
* At the start of a placement there is a professionals meeting that will determine the objectives of the placement and draw up a care plan that incorporates the child’s learning needs. This plan is reviewed after two weeks, six weeks and three months. Thereafter at three to six monthly intervals.
* The care plan needs to consider such issues for the child as:
* the child’s emotional needs and how they are to be met;
* how any emotional issues and problems that affect behaviour are to be managed;
* the child’s sense of self, culture, language(s) and identity – and 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 will also consider:
* how information will be shared with the foster carer and local authority (as the ‘corporate parent’) as well as what information is shared with whom and how it will be recorded and stored;
* what contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be the setting, when, where and what form the contact will take will be discussed and agreed;
* what written reporting is required;
* wherever possible, and where the plan is for the child’s return home, the birth parent(s) should be involved in planning; 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 parents, such as outings and fun-days, alongside the foster carer.
* The settling-in process for the child is agreed. It should be the same as for any other child, with the foster carer taking the place of the parent, unless otherwise agreed. It is even more important that the ‘proximity’ stage is followed until it is visible that the child has formed a relationship with his or her key person sufficient to act as a ‘secure base’ to allow the gradual separation from the foster carer. This process may take longer in some cases, so time needs to be allowed for it to take place without causing further distress or anxiety to the child.
* In the first two weeks after settling-in, the child’s well-being is the focus of observation, their sociability and their ability to manage their feelings with or without support.
* Further observations about communication, interests and abilities will be noted to firm a picture of the whole child in relation to the Early Years Foundation Stage prime and specific areas of learning and development.
* Concerns about the child will be noted in the child’s file and discussed with the foster carer.
* If the concerns are about the foster carer’s treatment of the child, or if abuse is suspected, these are recorded in the child’s file and reported to the child’s social care worker according to the setting’s safeguarding children procedure.
* Regular contact should be maintained with the social worker through planned meetings that will include the foster carer.
* Transition to school will be handled sensitively and the designated person and or the child’s key person will liaise with the school, passing on relevant information and documentation with the agreement of the looked after child’s birth parents.

**Further guidance**

* Guidance on the Education of Children and Young People in Public Care (DfEE 2000)
* Who Does What: How Social Workers and Carers can Support the Education of Looked After Children (DfES 2005)
* Supporting Looked After Learners - A Practical Guide for School Governors (DfES 2006)

**1.4 Uncollected child**

**Policy statement**

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

**Procedures**

* Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:
* Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
* Place of work, address and telephone number (if applicable).
* Mobile telephone number (if applicable).
* Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
* Who has parental responsibility for the child.
* Information about any person who does not have legal access to the child.
* On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
* On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, through the Other Collector Form which requires a password.
* Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
* We inform parents that we apply our child protection procedures in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
* If a child is not collected at the end of the session/day, we follow the following procedures:
* The child’s file is checked for any information about changes to the normal collection routines.
* If no information is available, parents/carers are contacted at home or at work.
* If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded on the Registration Form – are contacted.
* All reasonable attempts are made to contact the parents or nominated carers.
* The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
* If no-one collects the child after the setting has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
* We contact our local authority children’s social care team:

|  |  |
| --- | --- |
| 01380 826200 | (telephone number) |

For full day care, this will be the out of hours duty officer:

|  |  |
| --- | --- |
| 08456070888 | (telephone number) |

* The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
* Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
* Under no circumstances will staff go to look for the parent, nor do they take the child home with them.
* A full written report of the incident is recorded in the child’s file.
* Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
* Ofsted may be informed:

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |
| --- | --- |
|  | **0300 123 1231**  |

 | (telephone number) |

* Our local Pre-school Learning Alliance office/Pre-school Development Worker may also be informed.

|  |  |
| --- | --- |
| n/a | (name and telephone number) |

**Other useful Pre-school Learning Alliance publications**

* Safeguarding Children (2010)

**1.5 Missing child**

**Policy statement**

Children’s safety is maintained as the highest priority at all times, both on and off premises. Every attempt is made through carrying out the outings procedure and the exit/entrance procedure to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

**Procedures**

*Child going missing on the premises*

* As soon as it is noticed that a child is missing the key person/staff alerts the setting leader.
* The setting leader calls the police and reports the child as missing and then calls the parent.
* The setting leader will carry out a thorough search of the building and garden.
* The register is checked to make sure no other child has also gone astray.
* Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
* The setting leader talks to the staff to find out when and where the child was last seen and records this.
* The setting leader contacts the chairperson or owner and reports the incident. The chairperson or owner comes to the setting immediately to carry out an investigation, with the management committee where applicable.

*Child going missing on an outing*

This describes what to do when staff have taken a small group on an outing, leaving the setting leader and/or other staff back in the setting. If the setting leader has accompanied children on the outing, the procedures are adjusted accordingly.

What to do when a child goes missing from a whole setting outing may be a little different, as parents usually attend and are responsible for their own child.

* As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated carer and carry out a headcount to ensure that no other child has gone astray. One staff member searches the immediate vicinity but does not search beyond that.
* The setting leader or manager is contacted immediately (if not on the outing) and the incident recorded.
* The setting leader contacts the police and reports the child as missing.
* The setting leader contacts the parent, who makes their way to the setting.
* Staff take the remaining children back to the setting.
* In an indoor venue, the staff contact the venue’s security who will handle the search and contact the police if the child is not found.
* The setting leader contacts the chairperson or owner and reports the incident. The chairperson or owner comes to the setting immediately to carry out an investigation, with the management committee where applicable.
* The setting leader or a member of staff may be advised by the police to stay at the venue until they arrive.

*The investigation*

* Staff keep calm and do not let the other children become anxious or worried.
* The setting leader together with the chairperson or representative from the management committee or owner, speaks with the parent(s).
* The chairperson and management committee or owner, carry out a full investigation taking written statements from all the staff in the room or who were on the outing.
* The key person/staff member writes an incident report detailing:
* The date and time of the report.
* What staff/children were in the group/outing and the name of the staff designated responsible for the missing child.
* When the child was last seen in the group/outing.
* What has taken place in the group or outing since the child went missing.
* The time it is estimated that the child went missing.
* A conclusion is drawn as to how the breach of security happened.
* If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff.
* The incident is reported under RIDDOR arrangements (see the Reporting of Accidents and Incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
* Designated Safeguarding Lead in setting to inform Ofsted of serious incident occurring (lost child).
* Designated Safeguarding Lead in setting to inform Public Liability Insurer of serious incident occurring (lost child).
* Designated Safeguarding Lead in setting to inform Designated Officer for Allegations (formerly known as LADO) of serious incident occurring (lost child).
* Designated Safeguarding Lead in setting to investigate how serious incident occurred, and take steps to minimize future occurrence.

*Managing people*

* Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
* The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
* Staff may be the understandable target of parental anger and they may be afraid. Setting leaders need to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.
* The parents will feel angry, and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the setting leader. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the setting leader and the other should be the chairperson of the management committee or representative, or the proprietor. No matter how understandable the parent’s anger may be, aggression or threats against staff are not tolerated, and the police should be called.
* The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children’s questions honestly but also reassure them.
* In accordance with the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The chairperson or proprietor will use their discretion to decide what action to take.
* Staff must not discuss any missing child incident with the press without taking advice.

**1.6 Use of mobile phones and cameras**

**Policy statement**

We take steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones and cameras in the setting.

**Procedures**

**Personal Mobile Phones**

* Personal mobile phones belonging to members of staff are not used on premises during working hours.
* At the beginning of each individual’s shift, personal mobile phones are stored the office.
* In the event of an emergency, personal mobile phones may be used in the privacy of the office with permission from the manager.
* Members of staff ensure that the telephone number of the setting is known to immediate family and other people who need to contact them in an emergency.
* If members of staff take their own mobile phones on outings, for use in the case of an emergency, they must not make or receive personal calls as this will distract them.
* Members of staff will not use their personal mobile phones for taking photographs of children on outings.
* Parents and visitors are requested not to have their mobile phones whilst on the premises. Phones are stored in the office, in the mobile phone box. There is an exception if a visitor’s company or organisation operates a lone working policy that requires contact with their office periodically throughout the day. Visitors will be advised of a quiet space (the office) where they can use their mobile phone where there are no children present.

**Cameras and videos**

* Members of staff must not bring their own cameras or video recorders into the setting.
* Photographs and recordings of children are only taken for valid reasons, i.e. to record their learning and development, or for displays within the setting.
* Photographs or recordings of children are only taken on equipment belonging to the setting.
* Camera and video use is monitored by the setting manager
* Where parents request permission to photograph or record their own children at special events, permission will first be gained from all parents for their children to be included.
* Photographs and recordings of children are only taken of children if there is written permission to do so (found on the individual child’s registration form)

**2.1 Employment**

(Including suitability, contingency plans, training and development)

**Policy statement**

We meet the Safeguarding and Welfare requirements of the Early Years Foundation Stage ensuring that our staff are appropriately qualified and we carry out checks for criminal and other records through the Criminal Records Bureau in accordance with statutory requirements.

**Procedures**

*Vetting and staff selection*

* We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
* Our DSL is trained in safer recruitment and attends all interviews for new staff
* All staff have job descriptions which set out their staff roles and responsibilities.
* We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by our imposing conditions or requirements that are not justifiable.
* We use Ofsted guidance on obtaining references and enhanced criminal record checks through the Criminal Records Bureau or DBS for staff and volunteers who will have unsupervised access to children. This is in accordance with requirements under the Safeguarding Vulnerable Groups Act 2006 for the vetting and barring scheme.
* The committee keep all records relating to employment of staff and volunteers, in particular those demonstrating that checks have been done, including the date and number of the enhanced CRB check, , via the Central Recruitment and Employment Record
* Staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children – whether received before or at any time during their employment with us. Staff complete a declaration at the start of their employment and at each annual appraisal.

*Disqualification*

* Where we become aware of any relevant information which may lead to the disqualification of an employee, we will take appropriate action to ensure the safety of children. In the event of disqualification, that person’s employment with us will be terminated.

*Changes to staff*

* We inform Ofsted of any changes in the person responsible for our setting.

*Training and staff development*

* Our setting leader and deputy hold the CACHE Level 3 Diploma in Pre-school Practice or an equivalent qualification and a minimum of half of our staff hold the CACHE Level 2 Certificate in Pre-school Practice or an equivalent or higher qualification.
* We provide in-service training to all staff - whether paid staff or volunteers - through the Pre-school Learning Alliance, in house training and external agencies.
* Our setting budget allocates resources to training.
* We provide staff induction training in the first week of employment. This induction includes our Health and Safety Policy and Safeguarding Children and Child Protection Policy. Other policies and procedures will be introduced within an induction plan.
* We support the work of our staff by holding regular supervision meetings and appraisals.
* We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.

*Staff taking medication/other substances*

* If a member of staff is taking medication which may affect their ability to care for children, we ensure that they seek further medical advice. Staff will only work directly with the children if medical advice confirms that the medication is unlikely to impair their ability to look after children properly.
* Staff medication on the premises will be stored securely and kept out of reach of the children at all times.
* If we have reason to believe that a member of staff is under the influence of alcohol or any other substance that may affect their ability to care for children they will not be allowed to work directly with the children and further action will be taken.

*Managing staff absences and contingency plans for emergencies*

* *[In term time only settings]* Our staff take their holiday breaks when the setting is closed. Where staff may need to take time off for any reason other than sick leave or training, this is agreed with the manager with sufficient notice.
* *[In all year round settings*] Managers organise staff annual leave so that ratios are not compromised.
* Where staff are unwell and take sick leave in accordance with their contract of employment, we organise cover to ensure ratios are maintained.
* Sick leave is monitored and action is taken where necessary in accordance with their contract of employment.
* We have contingency plans to cover staff absences, as follows:

If the Playleader is absent then the named Deputy will take on the role. If they are also absent then one of the two named Senior Play assistants will take on the role. In the event of all of the above being absent then a L3 qualified staff would take on the role. All of these would be temporary measures.

**Other useful Pre-school Learning Alliance publications**

* Employee Handbook (2012)
* Recruiting and Managing Employees (2011)

**2.2 Student placements**

**Policy statement**

Our setting recognises that qualifications and training make an important contribution to the quality of the care and education provided by early years providers. As part of our commitment to quality, we offer placements to students undertaking early years qualifications and training. We also offer placements for school pupils on work experience.

We aim to provide for students on placement with us, experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early years care and education.

**Procedures**

* We require students on qualification courses to meet the 'suitable people' requirements of Ofsted and have CRB/DBS checks carried out, through their college or place of study.
* We require students in our setting to have a sufficient understanding and use of English to contribute to the well-being of children in our care.
* We require schools placing students under the age of 17 years with the setting to vouch for their good character.
* We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.
* Students undertaking qualification courses who are placed in our setting on a short term basis are not counted in our staffing ratios.
* Trainee staff employed by the setting and students over the age of 17 may be included in the ratios if they are deemed competent and responsible.
* We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.
* We require students to keep to our confidentiality policy.
* We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study.
* We provide students, at the first session of their placement, with a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.
* We communicate a positive message to students about the value of qualifications and training.
* We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the setting.
* We ensure that trainees and students placed with us are engaged in bona fide early years training, which provides the necessary background understanding of children's development and activities.

**3.2 First aid**

**Policy statement**

In our setting staff are able to take action to apply first aid treatment in the event of an accident involving a child or adult. At least one member of staff with current first aid training is on the premises or on an outing at any one time. The first aid qualification includes first aid training for infants and young children. We aim to ensure that first aid training is local authority approved and is relevant to staff caring for young children.

**Procedures**

*The first aid kit*

Our first aid kit is accessible at all times, complies with the Health and Safety (First Aid) Regulations 1981 and contains the following items:

* Triangular bandages (ideally at least one should be sterile) x 4.
* Sterile dressings:
* Small (formerly Medium No 8) x 3.
* Medium (formerly Large No 9) – HSE 1 x 3.
* Large (formerly Extra Large No 3) – HSE 2 x 3.
* Composite pack containing 20 assorted (individually-wrapped) plasters x 1.
* Sterile eye pads (with bandage or attachment) eg No 16 dressing x 2.
* Container of 6 safety pins x 1.
* Guidance card as recommended by HSE x 1.

In addition to the first aid equipment, each box should be supplied with:

* 2 pairs of disposable plastic (PVC or vinyl) gloves.
* 1 plastic disposable apron.
* A children’s forehead ‘strip’ thermometer.
* The first aid box is easily accessible to adults and is kept out of the reach of children.
* No un-prescribed medication is given to children, parents or staff.
* At the time of admission to the setting, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.
* Parents sign a consent form at registration allowing staff to take their child to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary on the understanding that parents have been informed and are on their way to the hospital.

**Legal framework**

* Health and Safety (First Aid) Regulations (1981)

**Further guidance**

* First Aid at Work: Your questions answered (HSE Revised 2009)
* Basic Advice on First Aid at Work (HSE Revised 2008)
* Guidance on First Aid for Schools (DfEE)

**Other useful Pre-school Learning Alliance publications**

* Medication Record (2010)

**4.1 The role of the key person and settling-in**

**Policy statement**

We believe that children settle best when they have a key person to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key person approach benefits the child, the parents, the staff and the setting by providing secure relationships in which children thrive, parents have confidence, staff are committed and the setting is a happy and dedicated place to attend or work in.

We want children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well-being and their role as active partners with the setting.

We aim to make the setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

They key person role is set out in the Safeguarding and Welfare Requirements of the Early Years Foundation Stage. Each setting must assign a key person for each child.

The procedures set out a model for developing a key person approach that promotes effective and positive relationships for children who are in settings.

**Procedures**

* We always try to allocate a key person before, or as soon as, the child starts.
* If a child’s sessions change or alter then this may mean an alternative keyperson is allocated, according to hours of work.
* The key person is responsible for the induction of the family and for settling the child into our setting.
* The key person offers unconditional regard for the child and is non-judgemental.
* The key person works with the parent to plan and deliver a personalised plan for the child’s well-being, care and leaning.
* The key person acts as the key contact for the parents and has links with other carers involved with the child, such as a childminder, and co-ordinates the sharing of appropriate information about the child’s development with those carers.
* The key person is responsible for developmental records and for sharing information on a regular basis with the child’s parents to keep those records up-to-date, reflecting the full picture of the child in our setting and at home.
* The key person encourages positive relationships between children in her/his key group, spending time with them as a group each day.
* in the absence of the child’s key person, the Playleader or Deputy will act as keyperson.
* For prolonged absences then a temporary key person will be allocated to those children affected.
* We promote the role of the key person as the child’s primary carer in our setting, and as the basis for establishing relationships with other staff and children.

*Settling-in*

* Before a child starts to attend the setting, we use a variety of ways to provide his/her parents with information. These include written information, often via email, (including our prospectus and policies), displays about activities available within the setting, information days and evenings and individual meetings with parents. They may be directed to our website or social networking pages.
* During the half-term before a child is enrolled, we provide opportunities for the child and his/her parents to visit the setting.
* We allocate a key person to each child and his/her family before, or as soon as, she/he starts to attend; the key person welcomes and looks after the child and his/her parents at the child's first session and during the settling-in process.
* We may offer a home visit by the person who will be the child's key person, to ensure all relevant information about the child can be made known.
* We use pre-start visits and the first session at which a child attends to explain and complete, with his/her parents, the child's registration records.
* When a child starts to attend, we explain the process of settling-in with his/her parents and jointly decide on the best way to help the child to settle into the setting.
* We have an expectation that the parent, carer or close relative, will stay for part of the session during the first week, gradually taking time away from their child, increasing this as and when the child is able to cope.
* Younger children will take longer to settle in, as will children who have not previously spent time away from home. Children who have had a period of absence may also need their parent to be on hand to re-settle them.
* We judge a child to be settled when they have formed a relationship with their key person; for example, the child looks for the key person when he/she arrives, goes to them for comfort and seems pleased to be with them. The child is also familiar with where things are and is pleased to see other children and participate in activities.
* When parents leave, we ask them to say goodbye to their child and explain that they will be coming back, and when.
* We recognise that some children will settle more readily than others but that some children who appear to settle rapidly are not ready to be left. We expect that the parent will honour the commitment to stay for at least the first week, or possibly longer, until their child can stay happily without them.
* We do not believe that leaving a child to cry will help them to settle any quicker. We believe that a child's distress will prevent them from learning and gaining the best from the setting.
* We reserve the right not to accept a child into the setting without a parent or carer if the child finds it distressing to be left. This is especially the case with very young children.
* Within the first four to six weeks of starting we discuss and work with the child's parents to begin to create their child's record of achievement.

*The progress check at age two*

* The key person carries out the progress check at age two in accordance with any local procedures that are in place and referring to the supporting guidance to the EYFS *A Know How Guide:* *The EYFS progress check at age two.*
* The progress check aims to review the child’s development and ensures that parents have a clear picture of their child’s development.
* Within the progress check, the key person will note areas where the child is progressing well and identify areas where progress is less than expected.
* The progress check will describe the actions that will be taken by the setting to address any developmental concerns (including working with other professionals where appropriate) as agreed with the parent(s).
* The key person will plan activities to meet the child’s needs within the setting and will support parents to understand the child’s needs in order to enhance their development at home.

**Other useful Pre-school Learning Alliance publications**

* Play is What I Do (2010)
* Statutory Framework for the Early Years Foundation Stage (2012) With supporting documentation

**5.1 Staffing**

**Policy statement**

We provide a staffing ratio in line with the Safeguarding and Welfare Requirements of the Early Years Foundation Stage to ensure that children have sufficient individual attention and to guarantee care and education of a high quality. Our staff are appropriately qualified and we carry out checks for criminal and other records through the Criminal Records Bureau in accordance with statutory requirements.

**Procedures**

To meet this aim we use the following ratios of adult to children:

* Children under two years of age: 1 adult : 3 children:
* at least one member of staff holds a full and relevant level 3 qualification and is suitably experienced in working with children under two;
* at least half of all other staff hold a full and relevant level 2 qualification;
* at least half of all staff have received training that specifically addresses the care of babies; and
* where there is an under two-year-olds’ room, the member of staff in charge of that room has suitable experience of working with under twos.
* Children aged two years: 1 adult : 4 children:
* at least one member of staff holds a full and relevant level 3 qualification; and
* at least half of all other staff hold a full and relevant level 2 qualification.
* Children aged three years and over: 1 adult : 8 children:
* at least one member of staff holds a full and relevant level 3 qualification; and
* at least half of all other staff hold a full and relevant level 2 qualification.
* We follow the Early Years Foundation Stage Safeguarding and Welfare Requirements where a Qualified Teacher, Early Years Professional or other suitable level 6 qualified person is working directly with children aged three and over between the hours of 8am and 4pm as follows:
* there is at least one member of staff for every 13 children; and
* at least one other member of staff holds a full and relevant level 3 qualification.
* A minimum of two staff/adults are on duty at any one time.
* Each child is assigned a key person to help the child become familiar with the setting from the outset and to ensure that each child has a named member of staff with whom to form a relationship. The key person plans with parents for the child's well-being and development in the setting. The key person meets regularly with the family for discussion and consultation on their child's progress and offers support in guiding their development at home.
* We hold regular staff meetings to undertake curriculum planning and to discuss children's progress, their achievements and any difficulties that may arise from time to time.

**Other useful Pre-school Learning Alliance publications**

* Employee Handbook (2012)
* Recruiting and Managing Employees (2011)

**6.1 Administering medicines**

**Policy statement**

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness.

In many cases, it is possible for children’s GP’s to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child’s health if not given in the setting. If a child has not had a medication before, especially a baby/child under two, it is advised that the parent keeps the child at home for the first 48 hours to ensure no adverse effect as well as to give time for the medication to take effect.

These procedures are written in line with current guidance in *Managing Medicines in Schools and Early Years Settings*; the manager is responsible for ensuring all staff understand and follow these procedures.

The key person is responsible for the correct administration of medication to children for whom they are the key person. This includes ensuring that parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures. In the absence of the key person, the manager is responsible for the overseeing of administering medication.

**Procedures**

* Children taking prescribed medication must be well enough to attend the setting.
* Only medication prescribed by a doctor (or other medically qualified person) is administered. It must be in-date and prescribed for the current condition (medicines containing aspirin will only be given if prescribed by a doctor).
* NB Children’s paracetamol (un-prescribed) is administered only for children under the age of one year with the verbal consent of the parents in the case of a high temperature. This is to prevent febrile convulsion and where a parent or named person is on their way to collect the child.
* Children's prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children.
* Parents give prior written permission for the administration of medication. The staff receiving the medication must ask the parent to sign a consent form stating the following information. No medication may be given without these details being provided:
* full name of child and date of birth;
* name of medication and strength;
* who prescribed it;
* dosage to be given in the setting;
* how the medication should be stored and expiry date;
* any possible side effects that may be expected should be noted; and
* signature, printed name of parent and date.

*Child’s medication should be given to the keyperson who will store it in the kitchen. A medical form must be filled out by staff and parent and then signed at the end of the session to return medication to the parent. Staff must be witnessed in administering medication. Forms must be filed in the appropriate file and archived as needed.*

* The administration is recorded accurately each time it is given and is signed by staff. Parents sign the record book to acknowledge the administration of a medicine. The medication record book records:
* name of child;
* name and strength of medication;
* the date and time of dose;
* dose given and method; and is
* signed by key person/manager; and is
* verified by parent signature at the end of the day.
* We use our Administration of Medicine forms to record all details.

*Storage of medicines*

* All medication is stored safely in a locked cupboard or refrigerated as required. Where the cupboard or refrigerator is not used solely for storing medicines, they are kept in a marked plastic box.
* The child’s key person is responsible for ensuring medicine is handed back at the end of the day to the parent.
* For some conditions, medication may be kept in the setting. Key persons check that any medication held to administer on an as and when required basis, or on a regular basis, is in date and returns any out-of-date medication back to the parent.

*Medicines are stored in the cupboard in the kitchen, in the named containers.*

* If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.
* If rectal diazepam is given another member of staff must be present and co-signs the record book.
* No child may self-administer. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell their key person what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.

*Children who have long term medical conditions and who may require on ongoing medication*

* A risk assessment is carried out for each child with long term medical conditions that require ongoing medication. This is the responsibility of the manager alongside the key person. Other medical or social care personnel may need to be involved in the risk assessment.
* Parents will also contribute to a risk assessment. They should be shown around the setting, understand the routines and activities and point out anything which they think may be a risk factor for their child.
* For some medical conditions key staff will need to have training in a basic understanding of the condition as well as how the medication is to be administered correctly. The training needs for staff is part of the risk assessment.
* The risk assessment includes vigorous activities and any other activity that may give cause for concern regarding an individual child’s health needs.
* The risk assessment includes arrangements for taking medicines on outings and the child’s GP’s advice is sought if necessary where there are concerns.
* A health care plan for the child is drawn up with the parent; outlining the key person’s role and what information must be shared with other staff who care for the child.
* The health care plan should include the measures to be taken in an emergency.
* The health care plan is reviewed every six months or more if necessary. This includes reviewing the medication, e.g. changes to the medication or the dosage, any side effects noted etc.
* Parents receive a copy of the health care plan and each contributor, including the parent, signs it.

*Managing medicines on trips and outings*

* If children are going on outings, staff accompanying the children must include the key person for the child with a risk assessment, or another member of staff who is fully informed about the child’s needs and/or medication.
* Medication for a child is taken in a sealed plastic box clearly labelled with the child’s name, name of the medication. Inside the box is a copy of the consent form and a card to record when it has been given, with the details as given above.
* On returning to the setting the card is stapled to the medicine record book and the parent signs it.
* If a child on medication has to be taken to hospital, the child’s medication is taken in a sealed plastic box clearly labelled with the child’s name, name of the medication. Inside the box is a copy of the consent form signed by the parent.
* As a precaution, children should not eat when travelling in vehicles.
* This procedure is read alongside the outings procedure.

**Legal framework**

* The Human Medicines Regulations 2012

**Further guidance**

* Managing Medicines in Schools and Early Years Settings (DfES 2005)

**Other useful Pre-school Learning Alliance publications**

* Medication Record (2010)
* Daily Register and Outings Record (2012)

**6.2 Managing children who are sick, infectious, or with allergies**

(Including reporting notifiable diseases)

**Policy statement**

We provide care for healthy children through preventing cross infection of viruses and bacterial infections and promote health through identifying allergies and preventing contact with the allergenic substance.

**Procedures for children who are sick or infectious**

* If children appear unwell during the day – have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – the manager calls the parents and asks them to collect the child, or send a known carer to collect on their behalf.
* If a child has a temperature, they are kept cool, by removing top clothing, sponging their heads with cool water, but kept away from draughts.
* Temperature is taken using a ‘fever scan’ kept near to the first aid box.
* In extreme cases of emergency the child should be taken to the nearest hospital and the parent informed.
* Parents are asked to take their child to the doctor before returning them to nursery; the nursery can refuse admittance to children who have a temperature, sickness and diarrhoea or a contagious infection or disease.
* Where children have been prescribed antibiotics, parents are asked to keep them at home for 48 hours before returning to the setting.
* After diarrhoea, parents are asked to keep children home for 48 hours or until a formed stool is passed.
* The setting has a list of excludable diseases and current exclusion times. The full list is obtainable from www.hpa.org.uk/webc/HPAwebFile/HPAweb\_C/1194947358374 and includes common childhood illnesses such as measles.

*Reporting of ‘notifiable diseases’*

* If a child or adult is diagnosed suffering from a notifiable disease under the Public Health (Infectious Diseases) Regulations 1988, the GP will report this to the Health Protection Agency.
* When the setting becomes aware, or is formally informed of the notifiable disease, the manager informs Ofsted and acts on any advice given by the Health Protection Agency.

***HIV/AIDS/Hepatitis procedure***

* HIV virus, like other viruses such as Hepatitis A, B and C are spread through body fluids. Hygiene precautions for dealing with body fluids are the same for all children and adults.
* Single use vinyl gloves and aprons are worn when changing children’s nappies, pants and clothing that are soiled with blood, urine, faeces or vomit.
* Protective rubber gloves are used for cleaning/sluicing clothing after changing.
* Soiled clothing is rinsed and either bagged for parents to collect or laundered in the nursery.
* Spills of blood, urine, faeces or vomit are cleared using mild disinfectant solution and mops; cloths used are disposed of with the clinical waste.
* Tables and other furniture, furnishings or toys affected by blood, urine, faeces or vomit are cleaned using a disinfectant.
* Children do not share tooth brushes which are also soaked weekly in sterilising solution.

***Nits and head lice***

* Nits and head lice are not an excludable condition, although in exceptional cases a parent may be asked to keep the child away until the infestation has cleared.
* On identifying cases of head lice, all parents are informed and asked to treat their child and all the family if they are found to have head lice.

**Procedures for children with allergies**

* When parents start their children at the setting they are asked if their child suffers from any known allergies. This is recorded on the registration form.
* If a child has an allergy, a risk assessment form is completed to detail the following:
* The allergen (i.e. the substance, material or living creature the child is allergic to such as nuts, eggs, bee stings, cats etc).
* The nature of the allergic reactions e.g. anaphylactic shock reaction, including rash, reddening of skin, swelling, breathing problems etc.
* What to do in case of allergic reactions, any medication used and how it is to be used (e.g. Epipen).
* Control measures – such as how the child can be prevented from contact with the allergen.
* Review.
* This form is kept in the child’s personal file and a copy is displayed where staff can see it.
* Parents train staff in how to administer special medication in the event of an allergic reaction.
* Generally, no nuts or nut products are used within the setting.
* Parents are made aware so that no nut or nut products are accidentally brought in, for example to a party.

*Insurance requirements for children with allergies and disabilities*

* The insurance will automatically include children with any disability or allergy but certain procedures must be strictly adhered to as set out below. For children suffering life threatening conditions, or requiring invasive treatments; written confirmation from your insurance provider must be obtained to extend the insurance.

**At all times the administration of medication must be compliant with the Safeguarding and Welfare Requirements of the Early Years Foundation Stage and follow procedures based on advice given in *Managing Medicines in Schools and Early Years Settings* (DfES 2005)**

*Oral medication*

Asthma inhalers are now regarded as ‘oral medication’ by insurers and so documents do not need to be forwarded to your insurance provider.

* Oral medications must be prescribed by a GP or have manufacturer’s instructions clearly written on them.
* The provider must be provided with clear written instructions on how to administer such medication.
* All risk assessment procedures need to be adhered to for the correct storage and administration of the medication.
* The group must have the parents or guardians prior written consent. This consent must be kept on file. It is not necessary to forward copy documents to your insurance provider.

*Life saving medication & invasive treatments*

Adrenaline injections (Epipens) for anaphylactic shock reactions (caused by allergies to nuts, eggs etc) or invasive treatments such as rectal administration of Diazepam (for epilepsy).

* The provider must have:
* a letter from the child's GP/consultant stating the child's condition and what medication if any is to be administered;
* written consent from the parent or guardian allowing staff to administer medication; and
* proof of training in the administration of such medication by the child's GP, a district nurse, children’s nurse specialist or a community paediatric nurse.
* Copies of all three letters relating to these children must first be sent to the Pre-school Learning Alliance Insurance Department for appraisal (if you have another provider, please check their procedures with them). Confirmation will then be issued in writing confirming that the insurance has been extended.

Key person for special needs children - children requiring help with tubes to help them with everyday living e.g. breathing apparatus, to take nourishment, colostomy bags etc.

* Prior written consent from the child's parent or guardian to give treatment and/or medication prescribed by the child's GP.
* Key person to have the relevant medical training/experience, which may include those who have received appropriate instructions from parents or guardians, or who have qualifications.
* Copies of all letters relating to these children must first be sent to the Pre-school Learning Alliance Insurance Department for appraisal (if you have another provider, please check their procedures with them). Written confirmation that the insurance has been extended will be issued by return.

If you are unsure about any aspect, contact the Pre-school Learning Alliance Insurance Department on 020 7697 2585 or email membership@pre-school.org.uk.

**Further guidance**

* Managing Medicines in Schools and Early Years Settings (DfES 2005)

**Other useful Pre-school Learning Alliance publications**

* Good Practice in Early Years Infection Control (2009)

**6.3 Recording and reporting of accidents and incidents**

(Including procedure for reporting to HSE, RIDDOR)

**Policy statement**

We follow the guidelines of the Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR) for the reporting of accidents and incidents. Child protection matters or behavioural incidents between children are NOT regarded as incidents and there are separate procedures for this.

**Procedures**

*Our accident book:*

* is kept safely and accessibly;
* is accessible to all staff and volunteers, who know how to complete it; and
* is reviewed at least half termly to identify any potential or actual hazards.

Ofsted is notified of any food poisoning affecting two or more children looked after on our premises and any injury requiring treatment by a general practitioner or hospital doctor, or the death of a child or adult as soon as possible or at least within 14 days of the incident occurring.

Local child protection agencies are informed of any serious accident or injury to, or the death of any child while in our care and we act on any advice given by those agencies.

When there is any injury requiring general practitioner or hospital treatment to a child, parent, volunteer or visitor or where there is a death of a child or adult on the premises, we make a report to the Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.

*Dealing with incidents*

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations). We report to the Health and Safety Executive:

* any accident to a member of staff requiring treatment by a general practitioner or hospital; and
* any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.
* Any dangerous occurrence is recorded in our incident book. See below.

Information for reporting the incident to Health and Safety Officer is detailed in the Pre-school Learning Alliance's *Accident Record* publication.

*Our incident book*

* We have ready access to telephone numbers for emergency services, including local police. Where we are responsible for the premises we have contact numbers for gas and electricity emergency services, carpenter and plumber. Where we rent premises we ensure we have access to the person responsible and that there is a shared procedure for dealing with emergencies.
* We keep an incident book for recording incidents including those that that are reportable to the Health and Safety Executive as above.
* These incidents include:
* break in, burglary, theft of personal or the setting's property;
* an intruder gaining unauthorised access to the premises;
* fire, flood, gas leak or electrical failure;
* attack on member of staff or parent on the premises or nearby;
* any racist incident involving staff or family on the centre's premises;
* death of a child, and
* a terrorist attack, or threat of one.
* In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it or if it was reported to the police, and if so a crime number. Any follow up, or insurance claim made, is also recorded.
* In the unlikely event of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard *Fire Safety and Emergency Evacuation* Policy will be followed and staff will take charge of their key children. The incident is recorded when the threat is averted.
* In the unlikely event of a child dying on the premises, for example, through cot death in the case of a baby, or any other means involving an older child, the emergency services are called, and the advice of these services are followed.
* The incident book is not for recording issues of concern involving a child. This is recorded in the child's own file and the Safeguarding file.

**Legal framework**

* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 1995)

**Further guidance**

* RIDDOR Guidance and Reporting Form

**Other useful Pre-school Learning Alliance publications**

* Accident Record (2010)
* Reportable Incident Record (2012)

**6.4 Nappy changing**

**Policy statement**

No child is excluded from participating in our provision who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time.

We make necessary adjustments to our bathroom provision and hygiene practice in order to accommodate children who are not yet toilet trained.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults.

**Procedures**

* Staff are deployed to change nappies at regular times each day. If a child needs changing in addition to this then the keyperson will assume responsibility.
* Young children from two years should wear ‘pull ups’ or other types of trainer pants as soon as they are comfortable with this and their parents agree.
* Changing areas are warm and there are safe areas to lay young children if they need to have their bottoms cleaned.
* Each young child has their own bag to hand with their nappies or ’pull ups’ and changing wipes.
* Gloves and aprons are put on before changing starts and the areas are prepared. Paper towel is put down on the changing mat freshly for each child.
* All staff are familiar with the hygiene procedures and carry these out when changing nappies.
* In addition, staff ensure that nappy changing is relaxed and a time to promote independence in young children.
* Young children are encouraged to take an interest in using the toilet; they may just want to sit on it and talk to a friend who is also using the toilet.
* They should be encouraged to wash their hands and have soap and towels to hand. They should be allowed time for some play as they explore the water and the soap.
* Anti-bacterial hand wash liquid or soap should not be used for young children.
* staff are gentle when changing; they avoid pulling faces and making negative comments about ‘nappy contents’.
* Staff do not make inappropriate comments about young children’s genitals when changing their nappies.
* Older children access the toilet when they have the need to and are encouraged to be independent.
* Nappies and ’pull ups’ are disposed of hygienically. Any soil (faeces) in nappies or pull ups is flushed down the toilet and the nappy or pull up is bagged and put in the bin. Cloth nappies, trainer pants and ordinary pants that have been wet or soiled are rinsed and bagged for the parent to take home, unless staff feel they are too soiled to do so.
* If young children are left in wet or soiled nappies/pull ups in the setting this may constitute neglect and will be a disciplinary matter. Settings have a ‘duty of care’ towards children’s personal needs.
* We keep a record of all nappy changes and share this with parents through a written slip.
* We keep a record of all wet/soiled underwear and clothing, for staff reference.

**6.5 Food and drink**

**Policy statement**

Our provision regards snack and meal times as an important part of our day. Eating represents a social time for children and adults and helps children to learn about healthy eating. We promote healthy eating using resources and materials. At snack and meal times, we aim to provide nutritious food, which meets the children's individual dietary needs.

**Procedures**

We follow these procedures to promote healthy eating in our setting.

* Before a child starts to attend the setting, we find out from parents their children's dietary needs and preferences, including any allergies. (See the Managing Children who are Sick, Infectious or with Allergies policy.)
* We record information about each child's dietary needs in her/his registration record and parents sign the record to signify that it is correct.
* We regularly consult with parents to ensure that our records of their children's dietary needs - including any allergies - are up-to-date. Parents sign the up-dated record to signify that it is correct.
* We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
* We implement systems to ensure that children receive only food and drink that is consistent with their dietary needs and preferences as well as their parents' wishes.
* We display the menus of meals/snacks for the information of parents.
* We provide nutritious food for all meals and snacks, avoiding large quantities of saturated fat, sugar and salt and artificial additives, preservatives and colourings.
* We include a variety of foods from the four main food groups:
* meat, fish and protein alternatives;
* dairy foods;
* grains, cereals and starch vegetables; and
* fruit and vegetables.
* We include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
* We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known allergy to nuts.
* Through discussion with parents and research reading by staff, we obtain information about the dietary rules of the religious groups to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.
* We provide a vegetarian alternative on days when meat or fish are offered and make every effort to ensure Halal meat or Kosher food is available for children who require it.
* We require staff to show sensitivity in providing for children's diets and allergies. Staff 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.
* We organise meal and snack times so that they are social occasions in which children and staff participate.
* We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
* We provide children with utensils that are appropriate for their ages and stages of development and that take account of the eating practices in their cultures.
* We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and that they can ask for water at any time during the day.
* We inform parents who provide food for their children about the storage facilities available in the setting.
* In order to protect children with food allergies, we discourage children from sharing and swapping their food with one another.
* For children who drink milk, we provide semi-skimmed pasteurised milk.

*Packed lunches*

*[For providers who cannot provide cooked meals and children are required to bring packed lunches*] We:

* Advise parents to ensure perishable contents of packed lunches are refrigerated or contain an ice pack to keep food cool;
* inform parents of our policy on healthy eating;
* inform parents that we do not have facilities to microwave cooked food brought from home;
* encourage parents to provide sandwiches with a healthy filling, fruit, and milk based deserts such as yoghurt or crème fraîche where we can only provide cold food from home. We discourage sweet drinks and can provide children with water.
* discourage packed lunch contents that consist largely of crisps, processed foods, sweet drinks and sweet products such as cakes or biscuits. We reserve the right to return this food to the parent as a last resort;
* ensure staff sit with children to eat their lunch so that the mealtime is a social occasion.

*Food Poisoning*

* We notify Ofsted of any food poisoning affecting two or more children looked after on the premises as soon as is reasonably practicable, but in any event within 14 days of the incident.

**Legal framework**

* Regulation (EC) 852/2004 of the European Parliament and of the Council on the hygiene of foodstuffs

**Further guidance**

* Safer Food, Better Business (Food Standards Agency 2008)

**Other useful Pre-school Learning Alliance publications**

* Healthy and Active Lifestyles for the Early Years (2012)
* Nutritional Guidance for the Under Fives (2009)
* The Early Years Essential Cookbook (2009)

**6.6 Food hygiene**

(Including procedure for reporting food poisoning)

**Policy statement**

We provide and/or serve food for children on the following basis (delete which does not apply):

* Snacks.
* Meals.
* Packed lunches.

We maintain the highest possible food hygiene standards with regard to the purchase, storage, preparation and serving of food.

We are registered as a food provider with the local authority Environmental Health Department.

**Procedures**

* The person in charge and the person responsible for food preparation understands the principles of Hazard Analysis and Critical Control Point (**HACCP**) as it applies to their business. This is set out in *Safer Food Better Business*. The basis for this is risk assessment as is applies to the purchase, storage, preparation and serving of food to prevent growth of bacteria and food contamination.
* All staff follow the guidelines *of Safer Food Better Business*.
* At least one person has an in-date Food Hygiene Certificate.
* The person responsible for food preparation and serving carries out daily opening and closing checks on the kitchen to ensure standards are met consistently. (See *Safer Food Better Business.*)
* We use reliable suppliers for the food we purchase.
* Food is stored at correct temperatures and is checked to ensure it is in-date and not subject to contamination by pests, rodents or mould.
* Packed lunches are stored in a cool place; un-refrigerated food is served to children within 4 hours of preparation at home.
* Food preparation areas are cleaned before use as well as after use.
* There are separate facilities for hand-washing and for washing up.
* All surfaces are clean and non-porous.
* All utensils, crockery etc are clean and stored appropriately.
* Waste food is disposed of daily.
* Cleaning materials and other dangerous materials are stored out of children's reach.
* Children do not have unsupervised access to the kitchen.
* When children take part in cooking activities, they:
* are supervised at all times;
* understand the importance of hand washing and simple hygiene rules
* are kept away from hot surfaces and hot water; and
* do not have unsupervised access to electrical equipment such as blenders etc.

*Reporting of food poisoning*

* Food poisoning can occur for a number of reasons; not all cases of sickness or diarrhoea are as a result of food poisoning and not all cases of sickness or diarrhoea are reportable.
* Where children and/or adults have been diagnosed by a GP or hospital doctor to be suffering from food poisoning and where it seems possible that the source of the outbreak is within the setting, the manager will contact the Environmental Health Department and the Health Protection Agency, to report the outbreak and will comply with any investigation.
* Any confirmed cases of food poisoning affecting two or more children looked after on the premises the setting will also be notified to Ofsted as soon as is reasonably practicable, and always within 14 days of the incident.

**Legal Framework**

* Regulation (EC) 852/2004 of the European Parliament and of the Council on the hygiene of foodstuffs

**Further guidance**

* Safer Food Better Business (Food Standards Agency)

**7.1 Achieving positive behaviour**

**Policy statement**

Our setting believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

**Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example. The principles that underpin how we achieve positive and considerate behaviour exist within the programme for promoting personal, social and emotional development.**

**Procedures**

**We have a named person – Jayne Turner - who has overall responsibility for our programme for supporting personal, social and emotional development, including issues concerning behaviour. *[In small settings this may be shared between co-staff.]***

* We require the named person to:
* keep her/himself up-to-date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support;
* access relevant sources of expertise on promoting positive behaviour within the programme for supporting personal, social and emotional development; and
* check that all staff have relevant in-service training on promoting positive behaviour. We keep a record of staff attendance at this training.
* We recognise that codes for interacting with other people vary between cultures and require staff to be aware of - and respect - those used by members of the setting.
* We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
* We familiarise new staff and volunteers with the setting's *Achieving Positive Behaviour* policy and its guidelines for behaviour as part of their induction.
* We expect all members of our setting - children, parents, staff, volunteers and students - to keep to the guidelines, requiring these to be applied consistently.
* We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their key person. We work with parents to address recurring inconsiderate behaviour, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately.

***Strategies with children who engage in inconsiderate behaviour***

* We require all staff, volunteers and students to use positive strategies for handling any inconsiderate behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development. Such solutions might include, for example, acknowledgement of feelings, explanation as to what was not acceptable and supporting children to gain control of their feelings so that they can learn a more appropriate response.
* We ensure that there are enough popular toys and resources and sufficient activities available so that children are meaningfully occupied without the need for unnecessary conflict over sharing and waiting for turns.
* We acknowledge considerate behaviour such as kindness and willingness to share through our Kind Hand Tree.
* We support each child in developing self-esteem, confidence and feelings of competence.
* We support each child in developing a sense of belonging in our group, so that they feel valued and welcome.
* We avoid creating situations in which children receive adult attention only in return for inconsiderate behaviour.
* When children behave in inconsiderate ways, we help them to understand the outcomes of their actions and support them in learning how to cope more appropriately.
* We never send children out of the room by themselves, nor do we use a ‘naughty chair’ or a ‘time out’ strategy that excludes children from the group.
* We never use physical or corporal punishment, such as smacking or shaking. Children are never threatened with these.
* We do not use techniques intended to single out and humiliate individual children.
* We use physical restraint, such as holding, only to prevent physical injury to children or adults and/or serious damage to property.
* Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of our setting leader and are recorded in the accident file or other applicable file. The child’s parent(s) is informed on the same day, and signs to agree the form.
* In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
* We do not shout or raise our voices in a threatening way to respond to children's inconsiderate behaviour.

***Children under three years***

* When children under three years old behave in inconsiderate ways we recognise that strategies for supporting them will need to be developmentally appropriate and differ from those for older children.
* We recognise that babies and very young children are unable to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this.
* Common inconsiderate or hurtful behaviours of young children include tantrums, biting or fighting. Staff are calm and patient, offering comfort to intense emotions, helping children to manage their feelings and talk about them to help resolve issues and promote understanding.
* If tantrums, biting or fighting are frequent, we try to find out the underlying cause - such as a change or upheaval at home or frequent change of carers. Sometimes a child has not settled in well and the behaviour may be the result of ‘separation anxiety’.
* We focus on ensuring a child’s attachment figure in the setting, their key person, is building a strong relationship to provide security to the child.

*Rough and tumble play and fantasy aggression*

Young children often engage in play that has aggressive themes – such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.

* We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive.
* We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
* We recognise that fantasy play also contains many violently dramatic strategies, e.g. blowing up and shooting, and that themes often refer to ‘goodies and baddies’ and as such offer opportunities for us to explore concepts of right and wrong.
* We are able to tune in to the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of ‘teachable moments’ to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.

*Hurtful behaviour*

We take hurtful behaviour very seriously. Most children under the age of five will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as ‘bullying’. For children under five, hurtful behaviour is momentary, spontaneous and often without cognisance of the feelings of the person whom they have hurt.

* We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them.
* We will help them manage these feelings as they have neither the biological means nor the cognitive means to do this for themselves.
* We understand that self-management of intense emotions, especially of anger, happens when the brain has developed neurological systems to manage the physiological processes that take place when triggers activate responses of anger or fear.
* Therefore we help this process by offering support, calming the child who is angry as well as the one who has been hurt by the behaviour. By helping the child to return to a normal state, we are helping the brain to develop the physiological response system that will help the child be able to manage his or her own feelings.
* We do not engage in punitive responses to a young child’s rage as that will have the opposite effect.
* Our way of responding to pre-verbal children is to calm them through holding and cuddling. Verbal children will also respond to cuddling to calm them down, but we offer them an explanation and discuss the incident with them to their level of understanding.
* We recognise that young children require help in understanding the range of feelings they experience. We help children recognise their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling. “Adam took your car, didn’t he, and you were enjoying playing with it. You didn’t like it when he took it, did you? Did it make you feel angry? Is that why you hit him?” Older children will be able to verbalise their feelings better, talking through themselves the feelings that motivated the behaviour.
* We help young children learn to empathise with others, understanding that they have feelings too and that their actions impact on others’ feelings. “When you hit Adam, it hurt him and he didn’t like that and it made him cry”.
* We help young children develop pro-social behaviour, such as resolving conflict over who has the toy. “I can see you are feeling better now and Adam isn’t crying any more. Let’s see if we can be friends and find another car, so you can both play with one”.
* We are aware that the same problem may happen over and over before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.
* We support social skills through modelling behaviour, through activities, drama and stories. We build self-esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.
* We help a child to understand the effect that their hurtful behaviour has had on another child; we do not force children to say sorry, but encourage this where it is clear that they are genuinely sorry and wish to show this to the person they have hurt.
* When hurtful behaviour becomes problematic, we work with parents to identify the cause and find a solution together. The main reasons for very young children to engage in excessive hurtful behaviour are that:
* they do not feel securely attached to someone who can interpret and meet their needs – this may be in the home and it may also be in the setting;
* their parent, or carer in the setting, does not have skills in responding appropriately, and consequently negative patterns are developing where hurtful behaviour is the only response the child has to express feelings of anger;
* the child may have insufficient language, or mastery of English, to express him or herself and may feel frustrated;
* the child is exposed to levels of aggressive behaviour at home and may be at risk emotionally, or may be experiencing child abuse;
* the child has a developmental condition that affects how they behave.
* Where this does not work, we use the Code of Practice to support the child and family, making the appropriate referrals to a Behaviour Support Team or EYIO where necessary.

*Bullying*

We take bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child or children, or adult, and may be carried out by adults or children. It is characterised by intent to hurt, often planned, and accompanied by an awareness of the impact of the bullying behaviour. This may include abuse directed at someone else due to their race, sex/gender (including homophobia and trans gender discrimination) or religious and cultural beliefs.

A child who is bullying has reached a stage of cognitive development where he or she is able to plan to carry out a premeditated intent to cause distress to another. Bullying can occur in children five years old and over and may well be an issue in after school clubs and holiday schemes catering for slightly older children.

If a child bullies another child or children we take the following steps:

* We show the children who have been bullied that we are able to listen to their concerns and act upon them.
* We intervene to stop the child who is bullying from harming the other child or children.
* We explain to the child doing the bullying why her/his behaviour is not acceptable.
* We give reassurance to the child or children who have been bullied.
* We help the child who has done the bullying to recognise the impact of their actions.
* We make sure that children who bully receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour.
* We do not label children who bully as ‘bullies’.
* We recognise that children who bully may be experiencing bullying themselves, or be subject to abuse or other circumstance causing them to express their anger in negative ways towards others.
* We recognise that children who bully are often unable to empathise with others and for this reason we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done. Empty apologies are just as hurtful to the bullied child as the original behaviour.
* We discuss what has happened with the parents of the child who did the bullying and work out with them a plan for handling the child's behaviour.
* We share what has happened with the parents of the child who has been bullied, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.
* If an adult is responsible for bullying behaviour we would seek to discover the reasons behind this. We do not tolerate any form of bullying and this would result in an investigation in accordance to our disciplinary procedures.

**Other useful Pre-school Learning Alliance publications**

* Reflecting on Behaviour (2010)
* The Social Child (2007)

**8.1 Health and safety general standards**

**Policy statement**

This setting believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers.

* We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.
* Our member of staff responsible for health and safety is:

Louise Feltham

* He/she is competent to carry out these responsibilities.
* He/she has undertaken health and safety training and regularly updates his/her knowledge and understanding.
* We display the necessary health and safety poster in

Cloakroom

*Insurance cover*

We have public liability insurance and employers' liability insurance. The certificate for public liability insurance is displayed in:

Foyer

**Procedures**

*Awareness raising*

* Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and procedures as they understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.
* Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
* Health and safety issues are explained to the parents of new children so that they understand the part played by these issues in the daily life of the setting.
* As necessary, health and safety training is included in the annual training plans of staff, and health and safety is discussed regularly at staff meetings.
* We operate a no smoking policy.
* Children are made aware of health and safety issues through discussions, planned activities and routines.

***Safety of adults***

* Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
* When adults need to reach up to store equipment or to change light bulbs they are provided with safe equipment to do so.
* All warning signs are clear and in appropriate languages.
* Adults do not remain in the building on their own or leave on their own after dark.
* The sickness of staff and their involvement in accidents is recorded. The records are reviewed termly to identify any issues that need to be addressed.
* We keep a record of all substances that may be hazardous to health - such as cleaning chemicals, or gardening chemicals if used. This states what the risks are and what to do if they have contact with eyes or skin or are ingested. It also states where they are stored.
* We keep all cleaning chemicals in their original containers.

*Windows*

* Low level windows are made from materials that prevent accidental breakage or are made safe.
* Windows are protected from accidental breakage or vandalism from people outside the building.
* Windows above the ground floor are secured so that children cannot climb through them.

*Doors*

* We take precautions to prevent children's fingers from being trapped in doors.

***Floors***

* All floor surfaces are checked daily to ensure they are clean and not uneven, wet or damaged.

*Electrical/gas equipment*

* All electrical/gas equipment conforms to safety requirements and is checked regularly.
* Our boiler/electrical switch gear/meter cupboard is not accessible to the children.
* Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
* Storage heaters are checked daily to make sure they are not covered.
* There are sufficient sockets to prevent overloading.
* The temperature of hot water is controlled to prevent scalds.
* Lighting and ventilation is adequate in all areas including storage areas.

*Storage*

* All resources and materials from which children select are stored safely.
* All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

*Outdoor area*

* Our outdoor area is securely fenced.
* Our outdoor area is checked for safety and cleared of rubbish before it is used.
* Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
* Our pool/pond is securely covered or otherwise guarded.
* Where water can form a pool on equipment, it is emptied before children start playing outside.
* Our outdoor sand pit is covered when not in use and is cleaned regularly. Sand on the floor is swept up daily, sieved and re-used after a visual check for unwanted objects.
* All outdoor activities are supervised at all times.

*Hygiene*

* We seek information from the Environmental Health Department and the Health Authority to ensure that we keep up-to-date with the latest recommendations.
* Our daily routines encourage the children to learn about personal hygiene.
* We have a daily cleaning routine for the setting which includes play room(s), kitchen, rest area, toilets and nappy changing areas.
* We have a schedule for cleaning resources and equipment, dressing-up clothes and furnishings.
* The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.
* We implement good hygiene practices by:
* cleaning tables between activities;
* cleaning and checking toilets regularly;
* wearing protective clothing - such as aprons and disposable gloves - as appropriate;
* providing sets of clean clothes;
* providing tissues and wipes; and
* ensuring individual use of flannels, towels and toothbrushes.

*Activities and resources*

* Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.
* The layout of play equipment allows adults and children to move safely and freely between activities.
* All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded.
* All materials, including paint and glue, are non-toxic.
* Sand is clean and suitable for children's play.
* Physical play is constantly supervised.
* Children are taught to handle and store tools safely.
* Children who are sleeping are checked regularly.
* Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.
* Any faulty equipment is removed from use and is repaired. If it cannot be repaired it is discarded.
* Large pieces of equipment are discarded only with the consent of the manager and the chairperson or owner
* Staff do not wear open toe shoes or flip flops; we recommend to parents that they refrain from allowing their children to wear these also.

**Legal framework**

* Health and Safety at Work Act (1974)
* Management of Health and Safety at Work Regulations 1999
* Electricity at Work Regulations 1989
* Control of Substances Hazardous to Health Regulations (COSHH) (2002)
* Manual Handling Operations Regulations 1992 (as amended)
* Health and Safety (Display Screen Equipment) Regulations 1992

**Further guidance**

* Health and Safety Law: What You Should Know(HSE Revised 2009)
* Health and Safety Regulation…A Short Guide (HSE 2003)
* Electrical Safety and You (HSE 1998)
* Working with substances hazardous to health: What You Need to Know About COSHH (HSE Revised 2009)
* Manual Handling – Frequently Asked Questions (HSE)

**8.2 Maintaining children’s safety and security on premises**

**Policy statement**

We maintain the highest possible security of our premises to ensure that each child is safely cared for during their time with us.

**Procedures**

***Children's personal safety***

* We ensure all employed staff have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau.
* Adults do not normally supervise children on their own.
* All children are supervised by adults at all times.
* Whenever children are on the premises at least two adults are present.
* We carry out risk assessment to ensure children are not made vulnerable within any part of our premises, nor by any activity.

***Security***

* Systems are in place for the safe arrival and departure of children.
* The times of the children's arrivals and departures are recorded.
* The arrival and departure times of adults - staff, volunteers and visitors - are recorded.
* Our systems prevent unauthorised access to our premises.
* Our systems prevent children from leaving our premises unnoticed.
* The personal possessions of staff and volunteers are securely stored during sessions.

**Other useful Pre-school Learning Alliance publications**

* Managing Risk (2009)

**8.3 Supervision of children on outings and visits**

**Policy statement**

Children benefit from being taken out of the setting to go on visits or trips to local parks or other suitable venues for activities which enhance their learning experiences. Some settings do not have direct access to outdoor provision on their premises and will need to take children out daily. Staff in our setting ensure that there are procedures to keep children safe on outings; all staff and volunteers are aware of and follow the procedures below.

**Procedures**

* Parents sign a general consent on registration for their children to be taken out as a part of the daily activities of the setting.
* This general consent details the venues used for daily activities.
* A risk assessment for each venue is carried out, which is reviewed regularly.
* Parents are always asked to sign specific consent forms before major outings.
* A risk assessment is carried out before an outing takes place.
* All venue risk assessments are made available for parents to see.
* Our adult to child ratio is high, normally one adult to two children, depending on their age, sensibility and type of venue as well as how it is to be reached.
* Named children are assigned to individual staff to ensure each child is individually supervised, to ensure no child goes astray, and that there is no unauthorised access to children.
* Staff take a mobile phone on outings, and supplies of tissues, wipes, pants etc as well as a mini first aid pack, snacks and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
* Staff take a list of children with them with contact numbers of parents/carers.
* Records are kept of the vehicles used to transport children, with named drivers and appropriate insurance cover.
* A minimum of two staff should accompany children on outings and a minimum of two should remain behind with the rest of the children.

**Other useful Pre-school Learning Alliance publications**

* Daily Register and Outings Record (2012)
* Managing Risk (2009)

**8.4 Risk assessment**

**Policy statement**

Our setting believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment.

The basis of this policy is risk assessment. Pre-school Learning Alliance risk assessment processes follow five steps as follows:

* Identification of risk: Where is it and what is it?
* Who is at risk: Childcare staff, children, parents, cooks, cleaners etc?
* Assessment as to the level of risk as high, medium, low. This is both the risk of the likelihood of it happening, as well as the possible impact if it did.
* Control measures to reduce/eliminate risk: What will you need to do, or ensure others will do, in order to reduce that risk?
* Monitoring and review: How do you know if what you have said is working, or is thorough enough? If it is not working, it will need to be amended, or maybe there is a better solution.

**Procedures**

* Our risk assessment process covers adults and children and includes:
* determining where it is helpful to make some written risk assessments in relation to specific issues, to inform staff practice, and to demonstrate how they are managing risks if asked by parents and/or carers and inspectors;
* checking for and noting hazards and risks indoors and outside, and in our premises and for activities;
* assessing the level of risk and who might be affected;
* deciding which areas need attention; and
* developing an action plan that specifies the action required, the time-scales for action, the person responsible for the action and any funding required.
* Where more than five staff and volunteers are employed the risk assessment is written and is reviewed regularly.
* We maintain lists of health and safety issues, which are checked daily before the session begins as well as those that are checked on a weekly and termly basis when a full risk assessment is carried out.

**Legal framework**

* Management of Health and Safety at Work Regulations 1999

**Further guidance**

* Five Steps to Risk Assessment (HSE 2006)

**Other useful Pre-school Learning Alliance publications**

* Managing Risk (2009)

**8.5 Fire safety and emergency evacuation**

**Policy statement**

We ensure our premises present no risk of fire by ensuring the highest possible standard of fire precautions. The person in charge and staff are familiar with the current legal requirements. Where necessary we seek the advice of a competent person, such as our Fire Officer, or Fire Safety Consultant.

**Procedures**

* The basis of fire safety is risk assessment. These are carried out by a ‘competent person’.
* The manager has received training in fire safety sufficient to be competent to carry out risk assessment; this will be written where there are more than five staff. This will follow the guidance as set out in the *Fire Safety Risk Assessment – Educational Premises* document.
* Settings in rented premises will ensure that they have a copy of the fire safety risk assessment that applies to the building and that they contribute to regular reviews.
* Fire doors are clearly marked, never obstructed and easily opened from the inside.
* Smoke detectors/alarms and fire fighting appliances conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
* Our emergency evacuation procedures are approved by the Fire Safety Officer and are:
* clearly displayed in the premises;
* explained to new members of staff, volunteers and parents; and
* practised regularly at least once every six weeks.
* Records are kept of fire drills and the servicing of fire safety equipment.

*Emergency evacuation procedure*

Every setting is different and the evacuation procedure will be suitable for each setting. It must cover procedures for practice drills including:

* How children are familiar with the sound of the fire alarm.
* How the children staff and parents know where the fire exits are.
* How children are led from the building to the assembly point.
* How they will be accounted for and who by.
* How long it takes to get the children out safely.
* Who calls the emergency services and when in the event of a real fire.
* How parents are contacted.

*The fire drill record book must contain:*

* Date and time of the drill.
* How long it took.
* Whether there were any problems that delayed evacuation.
* Any further action taken to improve the drill procedure.

**Legal framework**

* Regulatory Reform (Fire Safety) Order 2005

**Further guidance**

* Fire Safety Risk Assessment - Educational Premises **(HMG 2006)**

**8.6 Animals in the setting**

**Policy statement**

Children learn about the natural world, its animals and other living creatures, as part of the Early Years Foundation Stage curriculum. This may include contact with animals, or other living creatures, either in the setting or in visits. We aim to ensure that this is in accordance with sensible hygiene and safety controls.

**Procedures**

*Animals in the setting as pets*

* We take account of the views of parents and children when selecting an animal or creature to keep as a pet in the setting.
* We carry out a risk assessment with a knowledgeable person accounting for any hygiene or safety risks posed by the animal or creature.
* We provide suitable housing for the animal or creature and ensure this is cleaned out regularly and is kept safely.
* We ensure the correct food is offered at the right times.
* We make arrangements for weekend and holiday care for the animal or creature.
* We register with the local vet and take out appropriate pet care health insurance.
* We make sure all vaccinations and other regular health measures, such as de-worming are up-to-date and recorded.
* Children are taught correct handling and care of the animal or creature and are supervised.
* Children wash their hands after handling the animal or creature and do not have contact with animal soil or soiled bedding.
* Staff wear disposable gloves when cleaning housing or handling soiled bedding.
* If animals or creatures are brought in by visitors to show the children they are the responsibility of the owner.
* The owner carries out a risk assessment, detailing how the animal or creature is to be handled and how any safety or hygiene issues will be addressed.

*Visits to farms*

* Before a visit to a farm a risk assessment is carried out - this may take account of safety factors listed in the farm’s own risk assessment which should be viewed.
* The outings procedure is followed.
* Children wash their hands after contact with animals.
* Outdoor footwear worn to visit farms is cleaned of mud and debris and should not be worn indoors.

**Legal framework**

* The Management of Health and Safety at Work Regulations 1999

**Further guidance**

* Health and Safety Regulation…A Short Guide(HSE 2003)

**8.7 No-smoking**

**Policy statement**

We comply with health and safety regulations and the Safeguarding and Welfare Requirements of the EYFS in making our setting a no-smoking environment - both indoor and outdoor.

**Procedures**

* All staff, parents and volunteers are made aware of our no-smoking policy.
* We display no-smoking signs.
* The no-smoking policy is stated in our information for parents.
* We actively encourage no-smoking by having information for parents and staff about where to get help to stop smoking if they are seeking this information.
* Staff who smoke do not do so during working hours. Unless on a break and off the premises.
* Staff who smoke during their break make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleagues.

**Legal framework**

* The Smoke-free (Premises and Enforcement) Regulations 2006
* The Smoke-free (Signs) Regulations 2007 (To be replaced with 2012, as from 1st October)

**9.1 Valuing diversity and promoting equality**

**Policy statement**

We will ensure that our service is fully inclusive in meeting the needs of all children. We recognise that children and their families come from diverse backgrounds. All families have needs and values that arise from their social and economic, ethnic and cultural or religious backgrounds. Children grow up in diverse family structures that include two parent and one parent families; some children have two parents of the same sex. Some children have close links with extended families of grandparents, aunts, uncles and cousins while others may be more removed from close kin or may live with other relatives or foster carers. Some children have needs that arise from disability or impairment or may have parents that are affected by disability or impairment.

Some children come from families who experience social exclusion or severe hardship; some have to face discrimination and prejudice because of their ethnicity, the languages they speak, their religious or belief background, their gender or their impairment.

We understand that these factors affect the well-being of children and can impact on their learning and attainment.

Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. We aim to:

* provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued;
* include and value the contribution of all families to our understanding of equality and diversity;
* provide positive non-stereotyping information about gender roles and diverse family structures, diverse ethnic and cultural groups and disabled people;
* improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity;
* challenge and eliminate discriminatory actions;
* make inclusion a thread that runs through all of the activities of the setting; and
* foster good relations between all communities.

**Procedures**

**Admissions**

Our setting is open to all members of the community.

* We advertise our service widely.
* We reflect the diversity of our society in our publicity and promotional materials.
* We provide information in clear, concise language, whether in spoken or written form.
* We provide information in as many languages as possible.
* We base our admissions policy on a fair system.
* We ensure that all parents are made aware of our equal opportunities policy through the handbook.
* We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of a protected characteristic as defined by the Equalities Act 2010. These are:
* disability;
* race;
* gender reassignment;
* religion or belief;
* sex;
* sexual orientation;
* age;
* pregnancy and maternity; and
* marriage and civil partnership.
* We do not discriminate against a child with a disability or refuse a child entry to our setting for reason relating to disability.
* We ensure wherever possible that we have a balanced intake of boys and girls in the setting.
* We develop an action plan to ensure that people with impairments can participate successfully in the services offered by the setting and in the curriculum offered.
* We take action against any discriminatory behaviour by staff or parents whether by:
* direct discrimination – someone is treated less favourably because of a protected characteristic e.g. preventing families of some racial groups from using the service;
* indirect discrimination - someone is affected unfavourably by a general policy e.g. children must only speak English in the setting;
* association – discriminating against someone who is associated with a person with a protected characteristic e.g. behaving unfavourably to someone who is married to a person from a different cultural background; or
* perception – discrimination on the basis that it is thought someone has a protected characteristic e.g. assuming someone is gay because of their mannerism or how they speak.
* Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

**Employment**

* Posts are advertised and all applicants are judged against explicit and fair criteria.
* Applicants are welcome from all backgrounds and posts are open to all.
* We may use the exemption clauses in relevant legislation to enable the service to best meet the needs of the community.
* The applicant who best meets the criteria is offered the post, subject to references and checks by the Criminal Records Bureau/DBS. This ensures fairness in the selection process.
* All job descriptions include a commitment to promoting equality and recognising and respecting diversity as part of their specifications.
* We monitor our application process to ensure that it is fair and accessible.

**Training**

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

**Curriculum**

The curriculum offered in the setting encourages children to develop positive attitudes about themselves as well as to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

Our environment is as accessible as possible for all visitors and service users. If access to the settings is found to treat disabled children or adults less favourably then we make reasonable adjustments to accommodate the needs of disabled children and adults. We do this by:

* making children feel valued and good about themselves and others;
* ensuring that children have equality of access to learning;
* undertaking an access audit to establish if the setting is accessible to all children;
* making adjustments to the environment and resources to accommodate a wide range of learning, physical and sensory impairments;
* making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities, e.g. recognising the different learning styles of girls and boys;
* positively reflecting the widest possible range of communities in the choice of resources;
* avoiding stereotypes or derogatory images in the selection of books or other visual materials;
* celebrating a wide range of festivals;
* creating an environment of mutual respect and tolerance;
* differentiating the curriculum to meet children’s special educational needs;
* helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable;
* ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities;
* ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning; and
* ensuring that children speaking languages other than English are supported in the maintenance and development of their home languages.

**Valuing diversity in families**

* We welcome the diversity of family lifestyles and work with all families.
* We encourage children to contribute stories of their everyday life to the setting.
* We encourage mothers, fathers and other carers to take part in the life of the setting and to contribute fully.
* For families who speak languages in addition to English, we will develop means to ensure their full inclusion.
* We offer a flexible payment system for families of differing means and offer information regarding sources of financial support.
* We take positive action to encourage disadvantaged and under-represented groups to use the setting.

**Food**

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

**Meetings**

* Meetings are arranged to ensure that all families who wish to may be involved in the running of the setting.
* We positively encourage fathers to be involved in the setting especially those fathers who do not live with the child.
* Information about meetings is communicated in a variety of ways - written, verbal and in translation - to ensure that all mothers and fathers have information about and access to the meetings.

*Monitoring and reviewing*

* To ensure our policies and procedures remain effective we will monitor and review them annually to ensure our strategies meets the overall aims to promote equality, inclusion and valuing diversity.
* We provide a complaints procedure and a complaints summary record for parents to see.

**Legal framework**

* The Equality Act 2010
* Children Act 1989, 2004
* Special Educational Needs and Disability Act 2001

**Other useful Pre-school Learning Alliance publications**

* Guide to the Equality Act and Good Practice (2011)
* All Together Now (2009)
* Where’s Dad? (2009)

**9.2 Supporting children with special educational needs**

**Policy statement**

We provide an environment in which all children, including those with special educational needs, are supported to reach their full potential.

* We have regard for the DfE Special Educational Needs Code of Practice (2001).
* We ensure our provision is inclusive to all children with special educational needs.
* We support parents and children with special educational needs (SEN).
* We identify the specific needs of children with special educational needs and meet those needs through a range of SEN strategies.
* We work in partnership with parents and other agencies in meeting individual children's needs.
* We monitor and review our policy, practice and provision and, if necessary, make adjustments.

**Procedures**

* We designate a member of staff to be the Special Educational Needs Co-ordinator (SENCO) and give his/her name to parents. Our SENCO is

Jayne Turner

* We ensure that the provision for children with special educational needs is the responsibility of all members of the setting.
* We ensure that our inclusive admissions practice ensures equality of access and opportunity.
* We use the graduated response system for identifying, assessing and responding to children's special educational needs.
* We work closely with parents of children with special educational needs to create and maintain a positive partnership.
* We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.
* We provide parents with information on sources of independent advice and support.
* We liaise with other professionals involved with children with special educational needs and their families, including transfer arrangements to other settings and schools.
* We provide a broad, balanced and differentiated curriculum for all children with special educational needs.
* We use a system of planning, implementing, monitoring, evaluating and reviewing individual educational plans (IEPs) for children with special educational needs.
* We ensure that children with special educational needs are appropriately involved at all stages of the graduated response, taking into account their levels of ability.
* We have systems in place for supporting children during the Early Years Action process (stage 2 on Continuum of Need).
* We have systems in place for working with other agencies through the Common Assessment Framework (CAF) at each stage. Early Years Action Plus (stage 3 on Continuum of Need), Statutory Assessment and the Statementing process (stage 4 on Continuum of Need).
* We use a system for keeping records of the assessment, planning, provision and review for children with special educational needs.
* We provide resources (human and financial) to implement our Special Educational Needs Policy.
* We provide in-service training for parents, practitioners and volunteers.
* We raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff, BLAST and SPARKY.
* We ensure the effectiveness of our special educational needs provision by collecting information from a range of sources e.g. Individual Education Plan reviews, staff and management meetings, parental and external agency's views, inspections and complaints. This information is collated, evaluated and reviewed annually.
* We provide a complaints procedure.
* We monitor and review our policy annually.

**Further guidance**

* Issues in Earlier Intervention: Identifying and Supporting Children with Additional Needs (DCSF 2010)
* Early Years Foundation Stage and the Disability Discrimination Act (DCSF 2010)
* The Team Around the Child (TAC) and the Lead Professional: A Guide for Managers (CWDC 2009)
* The Common Assessment Framework for Children and Young People: A Guide for Managers (CWDC 2010)
* Special Educational Needs Code of Practice (DfES 2001)

**Other useful Pre-school Learning Alliance publications**

* The Role of the Early Years Special Educational Needs Co-ordinator SENCO (2006)

**10.2 Admissions**

**Policy statement**

It is our intention to make our setting accessible to children and families from all sections of the local community. We aim to ensure that all sections of our community have access to the setting through open, fair and clearly communicated procedures.

**Procedures**

* We ensure that the existence of our setting is widely advertised in places accessible to all sections of the community.
* We ensure that information about our setting is accessible, in written and spoken form and, where appropriate, in more than one language. Where necessary, we will try to provide information in Braille, or through British Sign Language. We will provide translated written materials where language needs of families suggest this is required as well as access to an interpreter.
* We arrange our waiting list indate of query order. In addition our policy may take into account the following:
* the age of the child and the sessions required; and
* siblings already attending the setting.
* We keep a place vacant, if this is financially viable, to accommodate an emergency admission.
* We describe our setting and its practices in terms that make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders.
* We describe our setting and its practices in terms of how it treats each child and their family, having regard to their needs arising from their gender, special educational needs, disabilities, social background, religion and ethnicity or from English being a newly acquired additional language.
* We describe our setting and its practices in terms of how it enables children and/or parents with disabilities to take part in the life of the setting.
* We monitor the gender and ethnic background of children joining the group to ensure that our intake is representative of social diversity.
* We make our Valuing Diversity and Promoting Equality Policy widely known.
* We consult with families about the opening times of the setting to ensure we accommodate a broad range of family need.
* We are flexible about attendance patterns to accommodate the needs of individual children and families, providing these do not disrupt the pattern of continuity in the setting that provides stability for all the children.

**Other useful Pre-school Learning Alliance publications**

* Seasonal Hello Posters (2006)

**10.5 Parental involvement**

**Policy statement**

We believe that children benefit most from early years education and care when parents and settings work together in partnership.

Our aim is to support parents as their children's first and most important educators by involving them in their children's education and in the full life of the setting. We also aim to support parents in their own continuing education and personal development.

Some parents are less well represented in early years settings; these include fathers, parents who live apart from their children but who still play a part in their lives as well as working parents. In carrying out the following procedures, we will ensure all parents are included.

When we refer to ‘parents’ we mean both mothers and fathers; these include both natural or birth parents as well as step-parents and parents who do not live with their children, but have contact with them and play a part in their lives. ‘Parents’ also includes same sex parents as well as foster parents.

‘Parental responsibility’ is *all the rights, duties, powers and responsibilities and authority which by law a parent of a child has in relation to the child and his property.* (For a full explanation of who has parental responsibility, refer to the Pre-school Learning Alliance’s Safeguarding Children publication.)

**Procedures**

* We have a means to ensure all parents are included – that may mean we have different strategies for involving fathers or parents who work or live apart from their children.
* We consult with all parents to find out what works best for them.
* We ensure ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families.
* We inform all parents about how the setting is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them.
* We encourage and support parents to play an active part in the governance and management of the setting.
* We inform all parents on a regular basis about their children's progress.
* We involve parents in the shared record keeping about their children - either formally or informally - and ensure parents have access to their children's written developmental records.
* We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
* We inform parents about relevant conferences, workshops and training.
* We consult with parents about the times of meetings to avoid excluding anyone.
* We provide information about opportunities to be involved in the setting in ways that are accessible to parents with basic skills needs, or those for whom English is an additional language.
* We hold meetings in venues that are accessible and appropriate for all.
* We welcome the contributions of parents, in whatever form these may take.
* We inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure.
* We provide opportunities for parents to learn about the curriculum offered in the setting and about young children's learning, in the setting and at home.

In compliance with the Safeguarding and Welfare Requirements, the following documentation is in place:

* Admissions policy.
* Complaints procedure.
* Record of complaints.
* Developmental records of children.

**Other useful Pre-school Learning Alliance publications**

* Complaint Investigation Record (2012)
* Engaging Mothers & Fathers (2010)
* Safeguarding Children (2010)
* Looking at Learning Together (2005)
* The First and Foremost Series (2008)

**10.6 Children’s records**

**Policy statement**

*There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the Data Protection Act and the Human Rights Act.*

*This policy and procedure is taken in conjunction with the Confidentiality and Client Access to Records policy and Information Sharing policy.*

**Procedures**

We keep two kinds of records on children attending our setting:

*Developmental records*

* *These include observations of children in the setting, photographs, video clips and samples of their work and summary developmental reports.*
* *These are usually kept in the playroom and can be freely accessed, and contributed to, by staff, the child and the child’s parents.*

*Personal records*

* These include registration and admission forms, signed consent forms, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.
* These confidential records are stored in a lockable file or cabinet and are kept secure by the person in charge in an office or other suitably safe place.
* Parents have access, in accordance with our Client Access to Records policy, to the files and records of their own children but do not have access to information about any other child.
* Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.
* We retain children’s records for three years after they have left the setting. These are kept in a secure place.

***Other records***

* We keep a daily record of the names of the children we are caring for, their hours of attendance and the names of their key person.
* Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
* Students on Pre-school Learning Alliance or other recognised qualifications and training, when they are observing in the setting, are advised of our confidentiality policy and are required to respect it.

***Legal framework***

* *Data Protection Act 1998*
* *Human Rights Act 1998*

***Further guidance***

* Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

**10.7 Provider records**

**Policy statement**

*We keep records and documentation for the purpose of maintaining our business. These include:*

* *Records pertaining to our registration.*
* *Landlord/lease documents and other contractual documentation pertaining to amenities, services and goods.*
* *Financial records pertaining to income and expenditure.*
* *Risk assessments.*
* *Employment records of staff including their name, home address and telephone number.*
* *Name, address and telephone number of anyone else who is regularly in unsupervised contact with the children*

*Our records are regarded as confidential on the basis of sensitivity of information, such as with regard to employment records and these are maintained with regard to the framework of the Data Protection Act and the Human Rights Act.*

*This policy and procedure is taken in conjunction with the Confidentiality and Client Access to Records policy and Information Sharing policy.*

**Procedures**

* All records are the responsibility of the officers of the management committee who ensure they are kept securely.
* All records are kept in an orderly way in files and filing is kept up-to-date.
* Financial records are kept up-to-date for audit purposes.
* Health and safety records are maintained; these include risk assessments, details of checks or inspections and guidance etc.
* Our Ofsted registration certificate is displayed.
* Our Public Liability insurance certificate is displayed.
* All our employment and staff records are kept securely and confidentially.

We notify Ofsted of any change:

* in the address of the premises;
* to the premises which may affect the space available to us;
* to the name and address of the provider, or, the provider’s contact information;
* to the person managing the provision;
* any significant event which is likely to affect our suitability to look after children; or
* any other event as detailed in the Early Years Foundation Stage

***Legal framework***

* *Data Protection Act 1998*
* *Human Rights Act 1998*

**Other useful Pre-school Learning Alliance publications**

* *Accident Record (2010)*
* *Accounts Record (2005)*
* *Safeguarding Children (2010)*
* *Recruiting and Managing Employees (2010)*
* *Financial Management (2010)*
* *Medication Record (2010)*
* *Daily Register and Outings Record (2012)*
* *Managing Risk (2009)*
* *Complaints Investigation Record (2012)*

**10.8 Transfer of records to school**

**Policy statement**

We recognise that children sometimes move to another early years setting before they go on to school although many will leave our setting to enter a nursery or reception class.

We prepare children for these transitions and involve parents and the receiving setting in this process. We prepare records about a child’s development and learning in the EYFS in our setting; in order to enable smooth transitions we share appropriate information with the receiving setting or school at transfer.

Confidential records are shared where there have been child protection concerns according to the process required by our Local Safeguarding Children Board.

The procedure guides this process and determines what information we can and cannot share with a receiving school or setting.

**Procedures**

*Transfer of development records for a child moving to another early years setting or school*

* Using the EYFS assessment of development and learning ensure the key person prepares a summary of achievements in the 7 areas of learning and development.
* This record refers to any additional language spoken by the child and his or her progress in both languages.
* The record also refers to any additional needs that have been indentified or addressed by the setting.
* The record also refers to any special needs or disability and whether a CAF was raised in respect of special needs or disability, whether there is a Statement of Special Educational Needs and gives the name of the lead professional.
* The record contains a summary by the key person and a summary of the parent’s view of the child.
* The document may be accompanied by other evidence such as photos or drawings that the child has made.
* For transfer to school, most local authorities provide an assessment summary format or a transition record for the setting to follow.
* If there have been any welfare or protection concerns a star is placed on the front of the assessment record.

*Transfer of confidential information*

* The receiving school or setting will need to have a record of concerns that were raised in the setting and what was done about them.
* A summary of the concerns will be made to send to the receiving setting or school along with the date of the last professional meeting or case conference. Some Local Safeguarding Children Boards will stipulate the forms to be used and provide these.
* Where a CAF has been raised in respect of any welfare concerns the name and contact details of the lead professional will be passed on to the receiving setting or school.
* Where there has been a s47 investigation regarding a child protection concern the name and contact details of the child’s social worker will be passed on to the receiving setting or school – regardless of the outcome of the investigation.
* This information is posted or taken to the school or setting, addressed to the setting or school’s designated person for child protection and marked confidential.

**Legal framework**

* Data Protection Act 1998
* Freedom of Information Act 2000
* Human Rights Act 1998
* Children Act 1989

**Further guidance**

* What to do if you are Worried a Child is Being Abused (HMG 2006)
* Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

**10.9 Confidentiality and client access to records**

**Policy statement**

Definition: **‘**Confidential informationis information that is not normally in the public domain or readily available from another source, it should have a degree of sensitivity and value and be subject to a duty of confidence. A duty of confidence arises when one person provides information to another in circumstances where it is reasonable to expect that the information will be held in confidence.’ (Information Sharing: Guidance for Practitioners and Managers (DCSF 2008))

In our setting, staff and managers can be said to have a ‘confidential relationship’ with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the Data Protection Act and the Human Rights Act.

**Confidentiality procedures**

* We always check whether parents regard the information they share with us to be regarded as confidential or not.
* Some parents sometimes share information about themselves with other parents as well as staff; the setting cannot be held responsible if information is shared beyond those parents whom the person has ‘confided’ in.
* Information shared between parents in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it.
* We inform parents when we need to record confidential information beyond the general personal information we keep (see our record keeping procedures) - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
* We keep all records securely (see our record keeping procedures).

**Client access to records procedures**

Parents may request access to any confidential records held on their child and family following the procedure below:

* Any request to see the child’s personal file by a parent or person with parental responsibility must be made in writing to the setting leader or manager.
* The setting leader informs the chairperson of the management committee and sends a written acknowledgement.
* The setting commits to providing access within 14 days, although this may be extended.
* The setting’s leader or manager and chairperson of the management committee prepare the file for viewing.
* All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file.
* ‘Third parties’ include all family members who may be referred to in the records.
* It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
* When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
* A photocopy of the complete file is taken.
* The setting leader and chairperson of the management committee go through the file and remove any information which a third party has refused consent to disclose. A thick black marker is used, to score through every reference to the third party and information they have added to the file.
* What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the ‘clean copy’.
* The ‘clean copy’ is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the setting leader, so that it can be explained.
* Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please see also our policy on child protection.

**Legal framework**

* Data Protection Act 1998
* Human Rights Act 1998

**Further guidance**

* Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

**10.10 Information sharing**

*“*Practitioners need to understand their organisation’s position and commitment to information sharing. They need to have confidence in the continued support of their organisation where they have used their professional judgement and shared information professionally.”

Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

**Policy statement**

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

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

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

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

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

**Procedures**

Our procedure is based on the 7 golden rules for information sharing as set out in *Information Sharing: Guidance for Practitioners and Managers (DCSF 2008).*

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
* Our policy and procedures on information sharing provide guidance to appropriate sharing of information with external agencies.
1. Be open and honest. Explain to families how, when and why information will be shared about them and with whom. Seek consent to share information, unless it puts the child at risk or undermines a criminal investigation.

In our setting we ensure parents:
* receive information about our information sharing policy when starting their child in the setting and they sign a form to say that they *understand* circumstances when information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult. This is on our registration form;
* have information about our Safeguarding Children and Child Protection policy; and
* have information about the circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.
1. Seek advice when there are doubts about possible significant harm to a child or others.
* Managers contact children’s social care for advice where they have doubts or are unsure.
1. Share with consent where appropriate. Respect the wishes of children and parents not to consent to share confidential information. However, in the interests of the child, know when it is reasonable to override their wish.
* Guidelines for consent are part of this procedure.
1. Managers are conversant with this and are able to advise staff accordingly. Consider the safety and welfare of the child when making a decision about sharing information – if there are concerns regarding ‘significant harm’ the child’s well being and safety is paramount.

In our setting we:
* record concerns and discuss these with the setting’s *designated person* and/or *designated officer* from the management committeefor child protection matters. Record decisions made and the reasons why information will be shared and to whom; and
* follow the procedures for reporting concerns and record keeping.
1. Information shared should be accurate and up-to-date, necessary for the purpose it is being shared for, shared only with those who need to know and shared securely.
* Our Child Protection procedure and Record Keeping procedure set out how and where information should be recorded and what information should be shared with another agency when making a referral.
1. Reasons for decisions to share information, or not, are recorded.
* Provision for this is set out in our Record Keeping procedure

*Consent*

Parents have a right to be informed that their consent to share information will be sought in most cases, as well as the kinds of circumstances when their consent may not be sought, or their refusal to give consent may be overridden. We do this as follows:

* Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
* We may cover this verbally when the child starts or include this in our prospectus.
* Parents sign a form at registration to say they understand this.
* Parents are asked to give written consent to share information about any additional needs their child may have, or to pass on child development summaries, to the next provider/school.
* Copies are given to parents of the forms they sign.

We consider the following questions when we need to share:

* Is there legitimate purpose to sharing the information?
* Does the information enable the person to be identified?
* Is the information confidential?
* If the information is confidential, do you have consent to share?
* Is there a statutory duty or court order to share information?
* If consent is refused, or there are good reasons not to seek consent, is there sufficient public interest to share information?
* If the decision is to share, are you sharing the right information in the right way?
* Have you properly recorded your decision?

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please also see our Safeguarding Children and Child Protection policy.

**Legal framework**

* Data Protection Act 1998
* Human Rights Act 1998

**Further guidance**

* Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

**10.11 Working in partnership with other agencies**

**Policy statement**

We work in partnership with local and national agencies to promote the well-being of all children**.**

**Procedures**

* We work in partnership or in tandem with, local and national agencies to promote the well-being of children.
* Procedures are in place for sharing of information about children and families with other agencies. These are set out in the Information Sharing protocol, Safeguarding Children procedures and the Special Educational Needs procedures.
* Information shared by other agencies with us is regarded as third party information. This is also kept in confidence and not shared without consent from that agency.
* When working in partnership with staff from other agencies, we make those individuals welcome in the setting and their professional roles are respected.
* We follow the protocols for working with agencies, for example on child protection.
* Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other child(ren) during their visit.
* Our staff do not casually share information or seek informal advice about any named child/family.
* When necessary we consult with local and national agencies who offer a wealth of advice and information that help us develop understanding of issues facing us and who can provide support and information for parents. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and education, or adult education.

**10.12 Making a complaint**

**Policy statement**

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

**Procedures**

All settings are required to keep a written record ('summary log') of any complaints that reach stage 2 and above and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication *Complaint Investigation Record* which acts as the 'summary log' for this purpose.

*Making a complaint*

Stage 1

* Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the setting leader.
* Most complaints should be resolved amicably and informally at this stage.

Stage 2

* If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the setting leader and the owner or chair of the management committee.
* For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed with the person in charge and signed by the parent.
* The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint.
* When the investigation into the complaint is completed, the setting leader or manager meets with the parent to discuss the outcome.
* Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
* When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

* If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and the owner/chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee, or the owner/senior manager, present.
* An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
* This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

* If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
* Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
* The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting leader and owner/chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

* When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the owner/chair of the management committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
* A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

*The role of the Office for Standards in Education, Children’s Services and Skills (Ofsted) and the Local Safeguarding Children Board*

* Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
* The number to call Ofsted with regard to a complaint is:

|  |  |
| --- | --- |
|  | **0300 123 1231**  |

* These details are displayed on our setting's notice board.
* If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
* In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

*Records*

* A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
* The outcome of all complaints is recorded in the *Complaint Investigation Record* which is available for parents and Ofsted inspectors on request.

**Other useful Pre-school Learning Alliance publications**

* Complaint Investigation Record (2012)

The Willows Preschool Policies

The Willows Fire Drill Procedure

* The Fire Alarm sounds – we also follow the school fire drill as appropriate.
* The fire board indicates the person in charge will delegate and assume responsibility.
* Preschool staff will supervise the children, leaving the classroom by the appropriate exit, closing the door when the last person is out.
* Proceed quickly (but not running) to the line up point in the PLAYGROUND.
* Keep noise to a minimum.
* Do not stop or return for any belongings.
* The register will be called at this point
* After the fire drill, the children and staff will return to the classroom.
* If it is impossible to return, the emergency evacuation procedure will be utilised.

Emergency/Contingency Policy

The Willows PreSchool aims to ensure that at all times the children will be kept safe.

Evacuation Procedure

* In the event of a fire or other evacuation procedure affecting either the school or preschool, all staff and children will be evacuated from the premises.
* Staff are responsible for adhering to the fire drill procedure, and will take emergency contact bag with them.
* In the event that they are not allowed to return to the building, children will be taken to the Peace Memorial Hall, Southwick Road, North Bradley and kept safe until a parent/carer can collect them. This is the same place for the children of the school, therefore we ask parents to adhere to requests by the Head Teacher of the school (Mrs O’Brien) who will co-ordinate the evacuation on behalf of the preschool.
* In these circumstances, we strongly recommend that parents/carers do not attempt to use Church Lane, but park in the neighbouring streets and walk to the meeting place.
* In the interests of safety, children will only be released to a person named on their registration form. If another person has to collect them, they will need to provide photographic identification, e.g. a driving licence or passport.
* The emergency evacuation will be practiced in conjunction with North Bradley School.

Technology Policy

Technology plays an increasing part in everyone’s lives, but The Willows believes that in order to fully ensure the protection of the children in its care, certain procedures for these areas within the setting need to be abided by.

Photographs of children are often used in gathering observations of children’s achievements and how these are collected, developed and stored are also is a consideration of this setting to ensure children are adequately safeguarded. The use of images of children on websites is also a consideration

**Aim**

We aim to ensure that all parents and carers can be sure that images of their children will not be misused.

**Methods**

*Mobile Phones*

* Staff mobile phones are stored in a box in the office and not used during the working day in the playroom.
* Visitors are advised to keep their mobile phones in the office and this is stated in the Visitor’s Book.
* Visitors must not use their mobile phone whilst in the setting.
* Parents are asked not to use their mobile phones whilst in the preschool and to keep them in their bag or pocket.

*Photographs*

* Photographs of children will be taken to record their development and to share special moments with parents.
* Permission for these photographs will be asked for as part of the initial starter pack that each parent receives before their child starts at preschool. The signed permission slip is kept in the child’s file.
* Parents will be requested to give permission for their child’s learning journal and associated photos to be taken off-site by their key worker in order to update the records.
* Photographs will be kept on the preschool laptop for the academic year and then deleted.
* The preschool camera and memory card remains on the setting’s premises at all times. Photos are developed using a printer at the setting.
* Only photographs which show groups of children will used on the setting’s website. No images which may be considered inappropriate, such as close-up shots of individual children, will be used on the website. Children will not be named. This will safeguard children.
* Permission will be sought from all parents before any photographs are used on the website. This will be included in the Registration forms.
* No private information about children is ever published on the website such as names or contact details.
* The setting may record special performances by the children for sale to parents as part of fundraising activities, e.g. the Christmas concert. The video footage and subsequent copying will be undertaken by CRB checked members of the committee. No names will be used.
* The setting follows the guidelines published by the Information Commissioner’s Office (ICO) on parents photographing their children at special events. Photographs taken for personal use are exempt from the Data Protection Act (DPA). This means that parents, friends and family members can take photographs of children taking part in preschool activities for the family album and can film events at school.
* On Line Learning Journeys (ILD) – staff have individual tablets and accounts to ensure safety and confidentiality. Once observations are uploaded they are automatically deleted from the tablet. Parents receive an activation key to create their own account.

*The Internet*

* Children have access to the PC in the preschool with adult supervision.
* There is a separate password protected area for staff to access.
* Software is age appropriate
* Internet use is heavily monitored.
* Posting material about the Willows internal operations, names and children’s names is prohibited on employees' personal social networking pages, and employees also should avoid including any postings that could cause embarrassment or damage the reputation of the preschool. This is true even if employees restrict their pages to viewing only by friends. The trustees and committee voted in favour of allowing parents and staff to be ‘friends’ on social media; however, this is on the understanding that information is not shared unless appropriate and that the Code of Conduct, confidentiality and cyber bullying are all respected by all concerned.
* The Willows’ preschool Facebook page is private and is by approval only.
* The community page may be used by the public and no detailed information is allowed.

Legal Framework

**Primary Legislation**

* Children Act (1989 s47)
* Protection of Children Act (1999)
* Data Protection Act (1998)
* The Children Act (Every Child Matters) (2004)
* Safeguarding Vulnerable Groups Act (2006)

**Further Guidance**

* Working together to Safeguard Children (revised HMG 2006)
* What to do if you’re Worried a Child is Being Abused (HMG 2006)

Outside Play

 Outside play and outings are a crucial aspect of the positive developmental environment of The Willows pre -school. The Willows has a dedicated outdoor play area and we operate a policy of an enabling environment-where children learn to use the outside areas in a variety of weather. Children will be appropriately dressed as will the staff for each type of weather – coats should be worn as appropriate, wellies can be left at preschool if named. Parents should be aware of the potential risks involved with flip flops and similar styles of shoes when children are running around. Hats should be provided and left in drawers (named). Sun cream to be applied before they enter the preschool, then left (named) with staff for further application. The time and the longevity of use will be varied accordingly, weather dependent.

Active learning experiences outdoors is essential for young children. It gives the children opportunities to practice their developing skills , make them feel good and to explore their world. It is also important for the children’s physical, social, personal and emotional development. We believe that children should begin to take risks and face challenges outdoors. The Early Years Foundation Stage fully supports playing outdoors.

We believe that access to the outdoors is beneficial to the health and wellbeing of the children. As a consequence we do not want to restrict a child’s choice to play and learn outdoors.

 Aims

* We aim to use the outdoor learning environment for children’s learning throughout the year.
* We aim to provide a safe, stimulating outdoor environment where space is used effectively to enable children to explore a broad and balanced curriculum using a range of interesting resources suitable to their needs.
* Children will be able to choose to use the outdoor area freely during ‘freeplay’.

Procedures for Outside Play

* Before using the outdoor learning environment, a health and safety check is made i.e. gate is locked and secured, fencing and boundary are in good repair, grounds checked for hazards.
* When there is summer sun all children and adults should be sun creamed and wear a hat. In winter they should wear appropriate clothing for the weather. (if children do not have the appropriate items we can offer spares but these are limited)
* Ensure that staff take turns to be inside and out
* Ensure good supervision of the L shaped space. Member of staff to supervise soft play area, member of staff to supervise role-play area, member of staff on indoor wet play area to help supervise veranda area (when doors are open) If only one member of staff outside to secure one area off.
* Ensure structured play is in shaded areas during summer sun
* To ensure children help tidy up after

The doors are open throughout much of the day. We close them at registration time, story time and food times.

Procedures for Outings

* Parents give permission on the preschool registration form for children to be taken for walks within the North Bradley school grounds; any other outings need written permission for each outing.
* Staff ratio to children should always be at least
* 1 Staff to 1 under 3’s
* 1 staff to 2 over 3’s
* There should always be a senior member of staff during an outing around the school grounds i.e. Manager, deputy manager, senior play assistant, still ensuring high ratio.
* There should always be 2 senior members of staff during an outing away from the school, still ensuring high ratio.
* Within the school grounds staff should take with them any equipment needed for the planned activities at the beginning of the outing. Basic equipment such as tissues, mobile phone and first aid kit should be carried within the school grounds.
* For outings away from pre- school the following should be taken
* Camera
* Wet wipes
* Nappies
* Medication where necessary
* Drinks/food
* Mobile
* Tissues
* First aid
* Staff contact details
* Sun cream and hats

In the event of an emergency the immediate safety of the children come first, Call any emergency services needed then contact the chairperson. Senior staff to make the necessary contacts.

**Fees Policy**

* Fees will be invoiced termly in advance.
* You will receive an invoice at the beginning of each term.
* If your child receives government funding and there is a shortfall, you will be invoiced for this amount at the beginning of each term.
* A minimum of one month notice in writing is required if your child is leaving Preschool, or one month’s fee in lieu of written notice. If your child is leaving at the end of the summer to go to school then this does not apply.
* Fees are due for all periods during the term time including those when your child is absent due to sickness or holidays. An exception to this is that if statutory bank holidays.
* Fees for the hot school lunches will be invoiced termly in advance.
* All fees are Payable within seven days of the date of the invoice. If you are unable to comply with this then please contact the Treasurer to organise an alternative payment method. Failure to meet the agreed payment terms may mean your child is excluded from Preschool.

2-5 Year Old hourly rate: £4.00

These fees are reviewed annually and may be increased with at least a months’ notice.

We accept Government funded children for up to 15 hours per week.

**Exclusion Policy of The Willows Preschool**

* A child may be excluded from the Preschool if:
* They have not attended the Preschool for more than 2 weeks in a half term period without giving written notice.

OR

* The Preschool Fees are overdue by more than 2 weeks after the due date.

If you are encountering difficulties paying your bill, please speak to the treasurer as soon as you receive the bill to see if alternative payment arrangements can be made.

**Waiver of Fees Policy**

* If a child is absent from the Preschool they will normally be liable for any fees due for the period of absence.
* The committee is willing to use its discretion to waive fees, but only when a child's absence is the result of exceptional circumstances.
* N.B. Holidays are not considered to be an exceptional circumstance.
* Requests to waive fees will be considered confidentially by the committee on an individual basis.

THE WILLOWS PRE-SCHOOL FEE PAYMENT POLICY

This policy applies to all pre-school fees.

1. Invoices will be sent out during the second week of each term.
2. Invoices will be in advance to cover the current term and will be based on the number of unfunded hours BOOKED for that term multiplied by the hourly rate in force at the time.
3. Invoices will show the number of funded hours discounted against the total hours booked for the term. This discount is **CONDITIONAL** on a **MINIMUM OF ONE MONTHS NOTICE** being given of the withdrawal of a child from the Pre-school.
4. Invoices will be payable within 7 days of issue date.
5. Refunds of hours charged will **ONLY** be given for non-attendance with the **PRIOR** written agreement of the Admin Manager, **OR RECTROSPECTIVELY** by a majority decision of the management committee at their next meeting.
6. Invoice disputes must be raised with the Admin Manager or Treasurer in writing, within 14 days of the invoice date. The Unpaid Invoice Procedure will be still start as normal.
7. In the event of a failure to settle an invoice dispute with the Admin Manager or Treasurer an appeal may be made in writing for the management committee to hear at their next scheduled meeting. The decision of a majority of the management committee will be final.

Unpaid Invoice Procedure.

1. Reminders for unpaid invoices will be issued 21 days after the date of the invoice and placed in the child’s drawer in pre-school.
2. Invoices remaining unpaid after the end of the term in which issued, will result in the withdrawal of all services provided by the pre-school which are paid for by the parents or carers of the children whose fees remain unpaid, until the arrears are cleared. This includes, but is not limited to, unfunded attendance fees, holiday club fees, school dinners, pre-school outings.

A payment reminder letter informing the parents or carers of this will be put in the child’s drawer in pre-school THE WEEK BEFORE THE END OF TERM.

1. Invoices remaining unpaid a further 21 days after the end of the term the invoice applies to will result in a recorded letter being sent to the last known home address informing the parent or carer that court action is about to be taken to recover the arrears, together with copies of the previous reminders.
2. Invoices remaining unpaid a further 21 days after paragraph 3 implemented will result in a county court claim for outstanding fees, plus court costs using the UK Government Money Claim system.
3. In the event that unpaid invoices remain outstanding after 42 days then no further offspring of the relevant parents or carers will be eligible for a place at the pre-school unless the outstanding arrears are cleared AND a majority decision of the management committee decides to make a place available.

Whistleblowing Policy

Whistleblowing is raising a concern about malpractice within an organisation.

Protection

This group is an organisation committed to delivering a high quality preschool service, promoting organisational accountability and maintaining public confidence.

This policy provides individuals in the workplace with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the organisation. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. The Act covers behaviour, which amounts to:

* A criminal offence
* Failure to comply with any legal obligation
* A miscarriage of justice
* Danger to health and safety of an individual and/or environment
* Deliberate concealment of information about any of the above.

It is not intended that this policy be a substitute for, or an alternative to the group’s formal Grievance Procedure, but is designed to nurture a culture of openness and transparency within the organisation, which makes it safe and acceptable for employees and volunteers to raise, in good faith, a concern they may have about misconduct or malpractice.

An employee or volunteer who, acting in good faith, wishes to raise such a concern should normally report the matter to the manager who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible.

If an employee or volunteer feels the matter cannot be discussed with the manager, he or she should contact our Early Years Advisor or OFSTED on 0845 601 4772 for advice on what steps to follow.

A disclosure in good faith to the manager will be protected. Confidentiality will be maintained wherever possible and the employee or volunteer will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.

 Long term absence (Jan 2014)

If a member of staff is absent for more than one calendar week it is expected that they would maintain contact with the manager via text, phone or email to ensure that relations remain. A back to work interview will be planned for their return and this will take place prior to working with the children, if possible. Staff will be notified of this interview via email or letter and will be expected to confirm attendance. If absence re-occurs prior to the meeting then it is expected that staff will speak/communicate with the manager to explain this. This will then be followed up with a sick certificate and thus the procedure start again.

If staff are absent for a prolonged period, more than four calendar weeks, it is expected that they remain in weekly contact with the manager as above. This would not be to determine their planned date of return but to ensure that staff feel informed and updated about changes to the preschool. Absent staff must appreciate that due to the nature of the ratios involved, and the small team, their keychildren may be placed under the care of alternative staff and this may become a permanent case. Everything that staff work for is about the impact and benefit to the children and it is strongly felt that upheaval and changes can be detrimental to the children. The return to work process will continue at the end of each cycle (depending on length of sick certificate – the date of this will determine the date of interview).

If absence continues past three months it becomes increasingly difficult to retain the hours staff are contracted to, for the reasons set out above. At this point the committee may question the likelihood of staff returning and it is hoped that staff would be forthcoming in their possibility of return. At this stage we would ask the staff to attend a meeting to discuss possibility of return or phased hours/gradual return. This is not to determine a planned date but to discuss the likelihood of return at all. There may be no final outcome to this meeting. It is possible that staff hours are reduced or roles/responsibilities are removed as the preschool is such a small yet busy environment. The return to work interview process will continue as above.

At all stages it is hoped that staff will continue to communicate with the manager and to be honest and realistic about their absence and return.

After a prolonged absence, staff will attend a return to work meeting with the manager and chair. This is essential prior to any return as staff will need an opportunity to discuss changes and plans. Gradual or phased returns will be discussed on an individual basis. If staff leave after a prolonged absence this meeting will still take place, as an exit interview. This will enable staff and management to receive feedback from both parties about the procedure and its outcome. At each stage staff are advised to attend with someone to support them.

**Resolution (escalation) Policy For Professionals with Child Protection or Child Welfare Concerns**

If a professional is unhappy with a decision or response from any agency following a referral or assessment outcome

Professional discusses with their manager/named lead for child protection in his or her own agency to clarify their thinking

**Stage 1**

Initial attempts should be made to resolve the matter, this would usually be through discussion between the two professionals involved

**Stage 2**

If the problem is not resolved at stage 2 the concerned worker should contact their manager within their own agency, who will contact the equivalent manager in the other agency to discuss and seek to resolve

**Stage 3**

If the matter is not resolved at stage 3, the managers report to their respective operations managers or named designated safeguarding representative. These two managers must attempt to resolve the issue through discussion.

Named professional advises concerned professional of outcome at this stage

**Stage 4**

If the differences cannot be resolved at Stage four, the designated or named lead from the concerned agency will inform the Chair of LSCB in order that the decision can be reviewed, including the possibility of a review panel

**Stage 5**

Designated lead for Child Protection feeds back to professionals with original concerns

At all stages actions/decisions must be recorded in writing and shared with relevant personnel

Sun Protection Policy

At The Willows Preschool we are aware of the importance of sun protection and want all staff and children to enjoy the sun safely. We aim to work closely with staff and parents to achieve this.

* The need for sun protection is discussed interactively with the children
* Parents and carers are informed of the importance of sun protection through newsletters and notices.
* Sun protection is considered when planning all outside activities from April to September
* Children are able to access the outdoor area at all times of the day.
* The gazebo is erected whenever possible.
* Parents are asked to provide children with suitable hats, which they are actively encouraged to wear when outside.
* A stock of spare hats is available for children who forget their own

**Morning Session Children**

* Should have their sun cream applied prior to arrival at Pre School at the setting for 9.00am.

**Afternoon Session Children**

* Should have their sun cream applied prior to arrival at Pre School for 12.00pm.

**Children Who Stay All Day**

* Should have sun cream applied before arrival at Pre School for 9.00am and bring their named sun cream to Pre School ready for reapplication after lunch.
* All children will be encouraged to apply sun cream themselves but will be supervised and supported by staff prior to outside play.
* All children should be dressed sensibly in hot weather to cover sensitive areas such as shoulders and backs.
* Preschool will keep a small supply of factor 50 sensitive sun cream for use when a child arrives at Pre School to stay all day but does not have sun cream with them.
* Fresh drinking water will be available in the outdoor play areas.
* Parental/Carer consent is obtained and held on file for staff to apply sun cream to children.

**Arrival & Departure Policy**

* Keep hold of your child at all times.
* Do not allow them to run around the car park area.
* Only enter the Pre-School via the small entrance gate.
* DO NOT park in the school bus bay, the car park entrance or the staff car park.
* DO NOT enter via the school car park entrance.
* Pre-School starts at 9.00am
* If you have previously dropped off older children at the main school, please can you wait in the church or your own vehicle until the required time.
* Once the session has started the main door is locked and you will need to ring the bell.
* The main door will be unlocked 5 minutes before the session ends and you will be asked to wait in the lobby until you are called to collect your child.
* Due to limited space we ask that prams, buggies etc are not brought into preschool but left in the buggy bay.
* All visitors will be asked for photo ID and required to sign in the Visitors Book.
* If a visitor arrives after the session has begun, and the main door is locked, they need to ring the bell and a member of staff will let them in as above.
* Once the session has started, staff will only answer the telephone if it doesn’t interrupt the session, or if the admin manager is in the office. The answer machine will be checked as necessary and at the end of the session.

**Policy for off site trips**

* Any trips will be organised by the staff with the help of the committee
* There will be a minimum of 2 weeks from the letters going out to the trip taking place
* Consent forms will have a RSVP date on them and RSVP can be via email, the RSVP date will be a minimum of one complete preschool week to ensure all sessions are catered for
* Email RSVPs will need to specify the event and date of event, the name of child and that parental consent has been given.
* Any consent forms not received will allow the staff enough time to speak to individual parents/carers before the event to ascertain if consent is given or not
* Children who have not been given permission will be clearly identified and a contingency will be put in place for them to remain in session and still get the full benefits of a normal session with in the preschool