Behaviour management policy

As an early years provider, we play a vital role in supporting children’s behaviour and setting appropriate rules and boundaries to encourage positive behaviour. Clear and consistent rules are in place which ensure that children are aware of our expectations. Providing a happy, safe environment for the children in our care will be encouraged to develop social skills to help them be accepted and welcome in society as this good communication promotes good behaviour.

We will not give or threaten corporal punishment; reasonable steps are in place to ensure that corporal punishment is not given by any person who is in regular contact with a child. We alternate between our methods to each individual child to ensure the best possible outcome.

**Procedure**

As practitioners we will work closely with parents to understand and provide continuity when helping children manage their behavior. It is our job to provide a safe and fair environment in which children are aware of consistent boundaries, valued and have the opportunity to take responsibility. Boundaries are important for children because they keep them safe, help them know what to expect and reassure them. The children are taught the rules when they start the setting and are actively involved in updating/ changing them when necessary.

Methods

Distraction is a key method we use with younger children as they do not yet have the language or cognitive skills to understand why they are being told off. This method works by redirecting the child’s focus onto something that they are interested, in rather than what they are attempting to do. This is most commonly used to support positive transitions. We work closely with each child to gain awareness of possible triggers for bad behaviour, using this for early intervention of distraction.

Time-out is not used to punish children, but instead to allow time to calm down and evacuate a stressful scenario. Time-out is not used for very young children as it can make them feel rejected as they lack the skills needed to reflect. Time-out doesn’t have a particular area or space, a child is simple encouraged to take themselves away from others to a place of their choosing. During this time children will be in sight at all times. This method can help children to avoid conflict and avoid problems escalating. This is used for very short periods (maximum of 5 minutes) to ensure the children do not feel that they are being punished.

We will only physically intervene, and possibly restrain, a child to prevent a severe accident, injury or damage. All significant incidents are recorded in the accident/incident book and will be sent on Class Dojo, shared and discussed with the parents of the child concerned so that we can work together to resolve any behavioural issues. We assess which method is most necessary by the age and ability of the child.

Recognising Triggers

The best way for us to support a child’s behaviour is to identify the causes and develop strategies. In order to identify triggers we use the ‘ABC’ chart (see below attachment). Over a long period of time, working closely with parents, this chart helps us to recognise and remove triggers of unwanted behaviour.

Encouraging positive behaviour

We allow children the freedom to make choices to support their ability to develop a sense of responsibility. This encourages children to take accountability for their choices and see the consequences first hand. The use of praise and reward reinforces positive behaviour and encourages the children to repeat it. Rewards include stickers, verbal praise, clapping, group recognition or choice of activities. When being praised, the children are told specifics of why they are being rewarded to outline the positive behaviour.

To ensure a consistent approach to managing behaviour all staff know how to respond sensitively to children with special educational needs. All staff ensure that children receive rewards every time they have earned them. All staff carefully follow the behaviour policy to ensure that children feel happy and safe.

We encourage children to take responsibility for their actions by talking to them about choices and possible consequences. We are firm and consistent with the rules so that children know and feel secure within the boundaries we set. Through this we will help children maintain their self-esteem by showing we disapprove of the unwanted behaviour and not the child themselves.

Ongoing negative behavior that is not supported by parents will result in immediate termination of contract (see terms of contract)

Anti-Bullying Policy

To be used in conjunction with behaviour management policy.

Bullying is defined as “the repetitive, intentional hurting by another person, where the relationship involves an imbalance of power. This can be physical, verbal or psychological.” (The Anti-Bullying Alliance)

We take bullying, and its impact, very seriously here and will not tolerate bullying behavior. Our setting encourages high expectations of behavior and challenge any behavior we feel falls below this standard.

Examples of bullying include;

Name calling, teasing, mocking, threats, physical violence, theft, intentional damage, excluding, tormenting, humiliation, spreading rumors, nasty messages or spiteful phone calls, being ignored, intimidated, isolated.

Bullying can go on for long periods of time or be short term and can be peer to peer, teacher to child, child to teacher or staff to staff.

**Procedure**

We will closely monitor children’s behavior and body language for signs of bullying. These signs include;

* Unexplained injuries
* Lost or broken possessions
* Low self-esteem
* Loss of friends
* Changes in attitude; becoming aggressive, irritable, unreasonable or anxious
* Truanting or faking sickness
* Destructive behavior such as running away, self-harm or suicide
* Refusal to talk about what is wrong or give improbable explanations

When bullying is reported, it will always be taken seriously and investigated. All staff comply with this policy, alongside behavior management policy, to ensure a consistent approach to anti-bullying.

During circle time we offer opportunities for children to talk about problems that they may have or to speak to their key worker 1:1. All children are encouraged to behavior positively and follow rules and boundaries to prevent bullying.

We encourage the children to tell the truth and tell staff if they have witnessed anything that they think is unacceptable. This is then followed up and reported back to that child to make sure that they have trust in staff.

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| Date policy was written/ reviewed | January 2023 |

ABC Chart

Child’s Name: Date of Birth:

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| --- | --- | --- | --- |
| A | Antecedent | What was happening in the environment before the behaviour occurred? |  |
| Who was there? |  |
| Where did it happen? |  |
| B | Behaviour | What did the child do? |  |
| C | Consequence | How did the behaviour end? |  |
| Any changes in the environment? |  |
| What did you do? |  |
| How did the child feel at the end? |  |
| Results |  |

British values Policy

# Policy

Our British Values Policy runs alongside the Prevent Duty and Safeguarding Policy. We aim to teach children about and actively promote fundamental British values within our daily practices. This includes learning about democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and British value/Radicalisation training.

# Procedure

To ensure that all children in our care are protected from radicalisation, we teach them about British culture and identity. British values are demonstrated in the following ways;

**Democracy**

* Children are treated with respect and dignity;
* Children’s views are always considered;
* Children are given choices about where they want to go and what they are doing on a daily basis;
* When we buy new resources or make changes to the provision the childrens likes and dislikes and their opinions are taken into consideration.
* We believe and endorse free speech for all;
* Encourage and support decision making and differences of opinions

**The rule of law**

* Children are taught the difference from right and wrong and contribute to our behaviour goals and rules
* Children are encouraged to reflect on their behaviour during group activities using props and books appropriate for their ages and stages of learning;
* Themes such as ‘people who help us’ support children to learn about the police and emergency services and their role in our society.

**Individual liberty and personal responsibility**

* Children understand the need for rules to keep them safe and respect boundaries;
* We support the younger children to learn rules and boundaries by having a routine which reflects all children’s needs equally.;
* Children are taught to recognise the need to respect resources and equipment;
* Children’s successes are on Dojo which is shared with parents and children daily;
* Children are given shared responsibility for ensuring the provision is safe for everyone;
* Independence is promoted from the earliest age possible

**Mutual respect**

* We use role play and group sessions to teach children how to show empathy and understand of other people's feelings and emotions;
* Personal, social and emotional development is embedded in our day-to-day curriculum planning;
* Children learn how to share and take turns with others in respectful ways understanding different in age and abilities;
* Adults and older children act as positive role models;
* Positive images and stories of disabilities are used to promote equality of opportunity for all;
* Children are always spoken to respectfully;
* Close working partnerships with parents and other settings children attend, help us to raise outcomes for all children by sharing information and supporting communication;
* As part of our balanced curriculum, group activities support children to learn about British festivals such as St George’s Day, the London Olympics and special days celebrated by our British Royal family.

**Tolerance of those of different cultures, faiths and beliefs**

* Children are taught about modern Britain through activities which help them to learn in age appropriate ways about their local area, art, history, special days and the country in which they live;
* Children learn about Christianity as the major religion of the country in which they live;
* We plan activities to help children mark special days from other religions, countries and cultures through our planning to teach children to respect the views and beliefs of others;
* The children learn about their place in the wider world through books, multicultural and diverse resources, displays and themed activities;
* The children are taken on outings to learn about the area of Britain in which they live.
* Families are made aware of our plans to celebrate events in advance and have the option to request their child doesn’t take part if it doesn’t fit with their culture, faith or belief

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| Date policy was written/ reviewed | January 2022 |

Concerns and Complaints Policy

# Policy

We work in partnership with parents, to provide the best possible care and education for the children. We hope that you are happy with the service that we provide, however we do appreciate that there may be times when you feel that we are not offering you and your child(ren) the service that you require. We hope that you will feel able to discuss any concerns or issues that you may have with us directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, or in a private room. We will make every effort to resolve the issue. If you prefer, you can put the complaint formally in writing or by email to Neverlandchildcare@hotmail.com. We have a mandatory duty to investigate all complaints.

# Procedure

Depending on the nature of the complaint, it will either be investigated personally or will be passed on to Ofsted to investigate. All complaints will be treated sensitively and acted upon promptly. Under the requirements of the Early Years Register and the Childcare Register you will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days.

We will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it. It will include the following: -

* Name of person making the complaint
* Nature of the complaint
* Date and time
* Action taken in response
* The outcome of the complaint investigation
* Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

We will also keep a summary of the complaint to provide on request to any parent of a child. This summary will not include the name of the person making the complaint. Records will be kept for 3 years.

If you feel that you are unable to talk to us or that after talking the matter remains unresolved, then for impartial advice you can talk in confidence to Ofsted.

If you wish to make a formal complaint, then you can contact the Ofsted Complaints and Investigation Unit on 0300 123 1231.

Ofsted produces guidance on concerns and complaints about childcare providers. This is available on the Ofsted website and provides guidance on the complainant’s right to contact Ofsted.

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| Date policy was written/ reviewed | January 2023 |

Confidentiality Policy

This policy outlines the agreed and expected principles for confidentiality throughout the nursery including all staff, students, volunteers and parents.

We work very closely with all families and hold important information about them which must be kept confidential.

Procedure

Parents have ready access to all files and records we hold of their child, unless the management feel it could cause the child to be at risk of harm as a result. Parents are only allowed access to information about their own child, and none other.

Issues regarding employment of staff, whether paid or unpaid, will remain confidential between the staff member and management. Staff must not discuss the individual children for any other purpose than safeguarding, curriculum planning with people other than the parents.

Any concerns or evidence relating to a child’s personal safety is kept confidential and not shared within the group except the child’s key person if necessary to protect the child. Information given by the parents/carers will not be passed onto other adults without permission from management.

Information about the daily running of the setting and private business matters must not be discussed outside of the work setting, or with another not employed by the business. Our job role holds private information about children and their families that must not be discussed with anyone outside of the staff on a needs basis.

We do not tolerate gossip between adults nor accept confidentiality being broken. Disciplinary actions will be taken following any incidents of broken confidentiality. All staff and students must read and sign this policy as part of their job requirements in order to remain in employment/placement here at Neverland Childcare.

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| Date policy was written/ reviewed | January 2023 |

Diagram

Description automatically generatedCOVID-19 Policy

Policy

It is our policy to keep children and staff safe, promote good health and take necessary steps to prevent the spread of infection within our childcare setting. Following government and local council guidelines, we aim to remain open as usual until notified otherwise by the authorities. If we cannot remain open, we will work together flexibly with other settings and the local authority to support the needs of the children and families. We aim to notify you of any changes as soon as we find out about them, however be aware that this may be last minute. We remain responsible for safeguarding children, supporting learning, development and wellbeing, and support vulnerable children.

We aim to provide a safe and healthy environment for all children and staff attending the nursery to avoid the spread of illness or infection, as part of our Illness / sickness Policy and daily routine. We will follow the guidance from: Public Health England and Department for Education, relating to any outbreak, epidemic or pandemic. This will include procedures to follow relating to all children and staff. We have implemented new changes to ensure that we minimise the risk of infection within the setting. Covid-19 Risk assessments are continually reviewed to ensure best practice.

The following symptoms may develop in the 10 days after exposure to someone who has COVID-19 infection:

* cough
* difficulty in breathing
* fever
* loss or change of taste or smell

Early warning/ other symptoms may include;

* headaches
* tiredness
* shortness of breath
* muscle pain

How the virus is spread

* Infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs.
* It is possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door handles or shaking hands then touching own face).

We will not accept any child if they display any symptoms listed above without a negative COVID-19 test. We will not accept your child following a positive COVID-19 test. Please communicate with us about this ASAP! We understand that this can be an inconvenience for families, however it is vital to protect the staff and other families.

If your child is absent due to illness, full contracted fees still apply.

If your child is absent due to self-isolation, full contracted fees still apply.

If the setting is forced to close following government advise no fees are applicable. Refunds will be applied.

# Procedure

Prevention:

1. Minimise contact with individuals who are required to self-isolate by ensuring they do not attend the setting.
2. Ensure everyone is advised to clean their hands thoroughly on entry to the nursery and frequently during the day.
3. Ensure good respiratory hygiene for everyone by promoting the ‘catch it, bin it, kill it’ approach and opening windows for ventilation.
4. Maintain enhanced cleaning, including cleaning frequently touched surfaces often, using standard products such as detergents.

Response:

1. Manage and report confirmed cases of COVID-19 amongst the setting community.
2. Contain any outbreak by following local health protection team advice.

ii) Regular cleaning of frequently touched surfaces. Advise that guidance on cleaning is available at guidance on cleaning in non-healthcare settings.

iii) Promoting good hygiene, including hand washing and covering the nose and mouth when coughing/sneezing.

iv) Keep occupied spaces well ventilated.

v) Promote vaccination for eligible staff and young people.

Arrivals and departure procedure

We will be continuing with our doorstep only policy for both arrival and departure times. The safety of the children in our care remains our highest priority which is why this policy will be continued until further notice. Good hygiene procedures and the co-operation of all parents will ensure children will be kept as safe as possible.

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| Date Policy was amended | January 2023 |

Emergency Evacuation Policy

# Policy

We will do everything within our powers to protect, comfort and support your child in an emergency situation including fire evacuation or terrorist attack. In the event of an emergency we will comply with the emergency services and constantly reassure the children in our care.

Fire doors are clearly marked, never obstructed and easily opened from the inside.

Smoke detectors/alarms and firefighting appliances conform to BSEN standards, are fitted in appropriate high-risk areas and are checked as specified by the manufacturer. Fire extinguishers are in situation and are regularly checked by the relevant professions (A & E fire & Security).

# Procedure

Fire Evacuation

* On hearing the alarm, call the children together visually checking the space around you is safe. 1 member of staff is to call the fire brigade on 999, collect the first Aid kit and register on leaving the premises.
* Line children up at the nearest fire exit and ask the children to hold hands with a partner, picking up small babies.
* Exit onto the front garden area near the railings and wait in the holding bay to assess the level of risk. 1 staff member to evacuate the building through the sleep room to ensure there are no sleeping children/babies and collect the evacuation cot.
* If the fire is contained within the nursery, the children must stay in the holding area (by front gate) until the fire services arrive.
* If the fire evacuation is escalated, then children are put into small groups with an adult and walk carefully along the road into the car park to await help. There is an evacuation cot to enable the safety of the children if required.
* Remain in the safe place until the building is deemed safe and fit for use to return.

Terrorist Attack

* All the children and staff to stay in the rooms and close the doors. Those in the garden safely make their way inside the building, locking all doors and windows.
* Lie low encouraging the children to lay under tables chairs where possible.
* A member of staff to notify the emergency services and comply with their instructions.
* In case of doubt there should be no movement and wait for the police to arrive to further manage the situation.

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| Date policy was written/ reviewed | January 2023 |

Failure to collect child policy

In the event of a child still being left at the nursery after the closing time of 4pm with no contact from parents, we will attempt to contact all contacts (including emergency contacts) to ensure the child can be collected as soon as possible. Should someone new collect the child, identification or a previously agreed password must be given before taking the child from the nursery. We will ensure the child remains settled while within our care until the appropriate actions are taken.

# Procedure

We will only release children to adults who have permission to collect them; where the person is not known to us, then we will ask parents/carers to provide them with a password or photo.

If a parent/carer is very late and we have received no notification then we will attempt to contact emergency contacts stated on the transition pack. If we are unable to make contact with anyone on the authorized list within half an hour, then we will contact Social Services for further advice.

A late fee as documented on the extra 'Fees' form will be charged.

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| Date policy was written/ reviewed | January 2023 |

Food Hygiene Policy

# Policy

This policy is in place in order to maintain high standards of food hygiene and obeying food hygiene law. Staff involved in preparing food have had relevant food hygiene training and have been deemed fit to do so.

# Procedure

Premises will be kept clean and in good condition. We ensure that all equipment is suitable for purpose, kept clean and in good condition. Food areas have good standards of hygiene and prevent cross- contamination by washing before, between and after different foods. Appropriate colour coded coping boards are used. Facilities for washing food and equipment are provided with supplies of clean hot and cold water, soap and anti-bacterial gel.

Food is not exposed to risk of contamination at any time during the storing and heating process. We store food correctly, observing date coding and do not display or sell foods beyond their use-by dates. Spoiled food is clearly labelled and disposed of correctly, away from food storage areas/ kitchens.

Separate utensils and equipment is used for raw meat and ready-to-eat foods such as bread. Personal hygiene is of the highest possible standard with routine hand washing and anti-bacterial gels. Staff illness is reported and documented to avoid them from handling food. All cuts are covered with a blue plaster while preparing food in the kitchen to it is clearly recognisable.

Allergens

The following 14 allergens are listed under law to declare;

* Cereals containing gluten, eg wheat, rye, barley and oats
* Crustaceans eg. prawns, crab and lobster
* Eggs
* Fish
* Peanuts
* Soybeans
* Milk
* Nuts, eg almonds, hazelnuts, walnuts, pecan nuts, brazil nuts, pistachio, cashew, macadamia nuts or Queensland nuts
* Celery
* Mustard
* Sesame
* Sulphur dioxide/ sulphites (preservatives in some foods and drinks)
* Lupin
* Molluscs, eg clams, mussels, whelks oysters, snails and squid

We provide foods which may include the above ingredients. Please speak to a member of staff immediately if your child has any allergies or intolerances to prevent possible harm. Children with allergies/intolerances/dietary requirements are displayed on the noticeboard in the kitchen including a picture of the child with their dietary requirement specified and symptoms outlined to ensure all staff, students and volunteers are aware.

Healthy eating policy

# Policy

Mealtimes are a social, learning time when we sit down with friends quietly to enjoy our food. Good examples of table manners and behaviour are given by all staff. Children are encouraged to try new things and learn about healthy eating. Older children are able to choose what they have to eat off the tray and given advice on correct portion sizes and variety of food. Our daily routine encourages children to remain healthy and look after their bodies. All food provided will offer a healthy balanced diet and be regularly changed to ensure the children are getting a variety of foods.

# Procedure

All food is freshly prepared daily on site in our kitchen. Fresh fruit and vegetables are always available. Salt, sugar and additives are kept to a minimum.

We encourage children to drink water throughout the day, water bottles are kept on a child level shelf so they can help themselves at any point. Children are encouraged to bring water bottles from home however spares are given should the child fail to bring one. Children are offered milk during snack.

We are very keen to work alongside parent’s regarding food options. If parents would like their child to have alternative they are welcome to provide this themselves.

All dietary requirements are catered for and weaning programs are followed in line with parent’s wishes and Health Authority Guidelines.

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| Date policy was written/ reviewed | January 2023 |

Health and safety policy

The Health and Safety of your child is very important to us and we have therefore documented the following procedures that we have in place to support this.

* All toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development.
* We do a visual risk assessment of our building every morning before the children arrive to ensure that it is a safe environment.
* Our cars are regularly serviced and MOT. Our car insurance is for Business use.
* We use safety/stair gate for the children in our care, to stop them entering areas that require adult supervision. These are checked regularly.
* We will keep the front door locked to prevent the children opening the door to strangers or strangers entering.
* We have procedures in place in the event of a fire (see emergency evacuation policy)
* We keep the kitchen clean, following hygiene guidelines on the storing of food, keeping the fridge at the correct temperature etc
* We ensure that the children do not have access to any waste, the bins are emptied daily, and any used nappies are wrapped and placed in the outdoor rubbish bin at the end of each day.
* We do not permit smoking on premises during opening hours (see no smoking policy)
* We follow strict hygiene guidelines to prevent contamination (see illness or sickness policy)
* We have emergency contact details available at all times should we need to contact any parents.
* We will work with you to teach the children about safety issues like crossing the road and stranger danger.
* Sleeping children will be regularly monitored.
* We will only restrain a child if they are putting themselves or others in danger, for example running into a road.
* Gloves must be worn when dealing with children’s care needs such as toileting and nappy changing.

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| Date policy was written/ reviewed | January 2023 |

Inclusion policy

We recognise that all children and their families come from diverse backgrounds and therefore we make sure that all staff, children and their families actively include and welcome all children and their families into the setting. We believe that every person’s uniqueness should be recognised and celebrated. We do not discriminate against any child because of race, sex, age, religion or ability.

# Procedure

We provide a wide range of challenging and enjoyable opportunities for each child to learn and develop to their full potential, considering age and stage of development, gender, ethnicity, religion, home language and ability.

We have adjusted the environment to ensure that it is wheelchair accessible and that all family members including extended family have equal access to the building.

All children have access to a range of books, toys, food and other resources which reflect positive influences and examples of the diversity of life in our society, in accordance with the Inclusive Practice guidelines within the Early Years Foundation Stage (EYFS).

We work closely with parents and other agencies, where appropriate, to ensure individual children’s needs and wishes are met. We promote self-esteem and appreciation of others by celebrating the differences which make us individual and unique. The individual needs of all children will be met through planning following the EYFS.

We regularly review risk assessments to ensure accessibility and reasonable adjustments are made to meet everyone’s needs. We source advice from the Early Years advisor if we highlight that a child’s specific needs are unable to be met without support.

We challenge racist and other discriminatory remarks, attitudes and behaviours by any child, parent or staff member in the setting. We are aware of all current legislation and existing codes of practice produced by the Equality and Human Rights Commission and under the Equalities Act 2010.

We will regularly review, monitor and evaluate practice and keep up to date by attending relevant training to support practice.

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| Date policy was written/ reviewed | January 2023 |

Lost child policy

We continually educate children about safety especially during outings. This includes walking safely along the pavement, holding hands, crossing the road and safety points when lost. We educate the children on appropriate places to ask for help when lost including shop owners and police.

All children are accounted for during the day and are signing in on arrival and signed out on departure, staff make regular head counts throughout the day. A headcount at the start of the day is recorded on the whiteboard as a visual reminder to all staff of how many children are present.

In the unlikely event of a child going missing the following will be implemented:

* Search the area (10 minutes) and Inform manager of the setting
* Inform the security of the establishment (when on an outing)
* Call the police
* Contact the parents/carers
* One/Two members of staff where permitted continue to search for the lost child whilst the police are on their way. Police advice will be followed.
* We would also inform Ofsted and a written report will be sent and report to safeguarding if requiring external agencies.

While conducting a search the health and safety of the other children would be maintained.

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| Date policy was written/ reviewed | January 2023 |

Mobile phones policy

# Policy

The aim of this policy is to protect children and young people from harm, by ensuring the appropriate use of mobile phones by all individuals in our setting. Children are also to be empowered with the skills to manage the changes in technology in a safe and age appropriate way. We recognise that along with the potential risks, mobile phones continue to be an effective communication tool. This in turn is to contribute to safeguarding practice and protection. This policy will apply to all individuals who have access to and/or users of work related phones within the environment.

# Procedure

We recognise that mobile phones have enhanced features that could become cause for concern. Misuse of a mobile phone includes the taking and distribution of indecent images, exploitation and bullying.

Mobile phones may cause distraction during the working day and are considered intrusive when used in the company of others. Designated spaces within the setting are situated to allow the personal use of mobile phones away from the children including the kitchen. Mobile phones must only be used during staff breaks and under no circumstances will they be allowed into any of the playrooms. During opening hours staff’s personal phones are to be kept in the lockers located in the kitchen, this is in place to protect all staff and children. This will include any students, voluntary workers and guests to the setting.

Practitioners are not to use their personal mobile phones to contact any children, parents or carers. If it is deemed necessary, it must be considered an emergency. 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. All individuals who are to bring personal devices into the setting must ensure that they hold no inappropriate or illegal content.

Parents and visitors will be advised that they can use their mobile phone, where there are no children present.

**Work mobile:**

The use of a designated work mobile is to be promoted as it is an effective communication tool, enabling text, email and calls to be made and received promptly. The setting mobile is part of an emergency toolkit which is to be taken on trips and outings. It is password protected and only staff are told the password to unlock it. All use is to be recorded by the Designated Safeguarding Lead.

Cameras and image policy

# Policy

This policy aims to ensure safer and appropriate use of cameras and images through agreed acceptable use procedures. This is in line with legislative requirements and will aim to respect the rights of all individuals. This policy applies to all individuals who have access to photographic equipment on premises. This includes mobile phones, Ipad’s, cameras and any other form of digital technology with an inbuilt camera.

All images will be:

* Fairly and lawfully processed
* Processed for limited, specifically stated purposes only
* Used in a way that is adequate, relevant and not excessive
* Accurate and up to date
* Kept for no longer than necessary
* Processed in line with an individual’s legal rights
* Stored securely

# Procedure

All staff have a duty to report any concerns relating to potential misuse of images, this is of high importance in the safeguarding of children & adults. Clear whistle-blowing procedures are in place and upheld to ensure that children are protected from harm (in the staff hand book).

General signed consent to take photographs or record images of children will be requested from the parent/carer prior to starting at the setting. The purpose for taking any images is clearly explained and agreed. This consent will cover taking images for general purpose to document and track children’s learning or to evidence progress. Parents/carers with parental responsibility reserve the right to withdraw or refuse consent at any time.

Careful consideration will be given to ensure that all children understand when and why the photograph is being taken. If a child becomes distressed, their right to refuse will be respected.

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| Date policy was written/ reviewed | January 2023 |

No smoking policy

# Policy

Children are in a smoke-free environment whilst on our premises. We will take all reasonable steps to ensure children are not exposed to smoke while on outings by moving the children away. You are respectfully required to abstain from smoking whilst on the premises. This rule also applies to staff, students, parents/carers, visitors, contractors etc.

# Procedure

In accordance with the welfare requirements produced by the Department for Education and Skills we operate a strict no smoking policy in the setting, in which no one is permitted to smoke in the setting or on the premises during the time children are present. We will not take the children into smoky environments and will avoid places that permit smoking wherever possible.

Staff accompanying children outside the nursery are not permitted to smoke. We also request that parents accompanying nursery children on outings refrain from smoking whilst caring for the children. Staff must not smoke whilst wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during their breaks they are asked to change clothing and smoke away from the premises. Upon return to the premises they must brush their teeth and use body spray to eliminate the odor.

This policy also applies to electric cigarettes.

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| Date policy was written/ reviewed | January 2023 |

Outings Policy

During the registration / contract process, we ask for signed permission from parents to transport a child on regular outings. Risk assessments are done prior to the outing when reasonably possible to do so. Visual risk assessments are done throughout the outing. If the outing requires transporting children in a car, we will also ensure that our insurance is up to date and the car is frequently serviced to maintain high levels of safety. We strongly believe that these experiences greatly enrich cultural capital for young children.

# Procedure

Before an outing the following safety measures will apply:

* If taken in any vehicles, they will be checked to ensure they hold correct insurances and certificates.
* The use of Public transport (within our risk assessments)
* Walking to & from places of interest (within our risk assessments)
* Seat belts and car seats are age appropriate and used correctly.
* Risk assessment has been carried out
* The adult to child ratio is best suited to the nature of the outing to ensure safety
* The works phone is carried by staff with correct contact details
* First aid kit is stocked and accessible
* Any equipment necessary such as pushchairs are in good condition and have the correct safety harnesses.
* Staff are to fill out the outings section of the register to ensure all staff are aware of their location, which phone they have taken and the children in their ratio

This Policy supports the requirements and standards of the Early Years Foundation Stage Safeguarding and Welfare requirements 2014.

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| Date policy was written/ reviewed | January 2023 |

Partnership with Parents Policy

# Policy

This policy enables and encourages parents to support and become involved in the operation and activities we provide. During the registration process you will be asked to make a commitment to the nursery, ensuring that you attend regular meetings and contribute to your child’s dairy and learning journey. All parents/carers are welcomed to attend the setting and be included in activities.

# Procedure

Parents/carers will be fully informed about their child’s day using Class Dojo with sleep times, nappy changes, food and any messages from and to parents (for children in nappy’s) and food diary’s for children who struggle with eating at home. The rest of the children’s parents are informed about what their child has done via our Daily Dojo stories. We will share their developmental progress using Dojo and formal assessments following the Early Years Foundation Stage (EYFS). We will keep parents regularly informed about our daily routines and childcare practices using Dojo, which stays with the child and is shared with the parents, staff and other services involved with the child/family. We may informally share information when the children are collected or dropped off about their progress and care needs.

Wherever possible we try to meet parents’ requests for the care of their children according to their values and practices, preferences and attitudes. Records of the requirements agreed are kept attached to the child record forms. These records are revisited and updated during regular reviews with parents. We maintain a record of parents’ and/or emergency contact details, contact details for the child’s GP and appropriate signed consent forms. All details will be kept confidential and records are kept secure.

Children will only be released from our care to their parents/carers, or to someone named and authorised by the parent/carer. A photo is requested from parent/carers prior to collecting which will be used to confirm identity of the person collecting the child if they are not known to us.

We expect parents to inform us of any changes in the child’s home circumstances, care arrangements or any other change which may affect the child’s behaviour, such as a new baby, parents’ separation, divorce, court orders, any social services involvement, new partner or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue. We offer regular review meetings with parents to discuss their child’s care and any issues or concerns, preferably when the child is not present.

We work together with parents to make sure that the care of their child is consistent. A consistent approach benefits the child’s welfare and helps ensure the child is not confused.

All complaints will be investigated. Please see Complaints Policy.

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| Date policy was written/ reviewed | January 2023 |

Prevent duty Policy

# Policy

This policy runs alongside our Safeguarding Policy and British Values Policy.

From 1 July 2015, all schools and childcare providers must have due regard to the need to prevent people being drawn into terrorism. The government has defined extremism in the Prevent strategy as: “*vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs."*

The Terrorism Act 2000 defines terrorism as the use or threat of action designed to influence the government or an international governmental organisation or to intimidate the public, or a section of the public; made for the purposes of advancing a political, religious, racial or ideological cause; and it involves or causes: serious violence against a person; serious damage to a property; a threat to a person’s life; a serious risk to the health and safety of the public; or serious interference with or disruption to an electronic system.

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

# Procedure

We actively assess the risk of children being drawn into terrorism and protect children and young people by having robust safeguarding policies. Up to date training and information helps to ensure staff are vigilant and know the possible signs and how to report them.

All staff have continual training that gives them the knowledge and confidence to identify children at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism.

We aim to ensure that all children are safe from terrorist and extremist material when accessing the internet. Staff must not discuss extremist information while in the presence of children as it can cause confusion or fear.

Children’s questions about extremism will be answered sensitively in an age-appropriate way following guidance from specialist services.

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| Date policy was written/ reviewed | January 2023 |

Safeguarding and Child Protection Policy

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| Date policy was written/ reviewed | January 2023 |
| DSL Training | Child Protection Inter-agency Level 3- 7 Jan 2021) |

This policy encompasses multiple aspects of keeping children safe including prevent duty, British values and child protection. Safeguarding is a term which is broader than ‘child protection’ and relates to the action that is taken to promote the welfare of children and protect them from harm. Safeguarding is everyone’s responsibility. Safeguarding is defined in ‘Working Together 2015’ as:

* Protecting children from maltreatment
* Preventing impairment of children’s health or development
* Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
* Taking action to enable all children to have the best life chances

Designated Safeguarding Lead: Madeleine Marshall. I am responsible for liaison with local statutory children’s agencies. One of my roles is to work closely with other professionals to safeguard children. I provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required.

Deputy Safeguarding lead: Wendy Marshall

This policy aims to develop working relationships with other agencies and acknowledge the need for good communication between all parties in relation to safeguarding children. All staff are an important part of the wider safeguarding system for children, ensuring that their approach is child-centered. This policy shows our commitment to protecting and safeguarding children against actual or potential harm. We will not tolerate any form of child abuse. No single practitioner can have a full picture of a child’s needs and circumstances. If children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

Child abuse is any action by another person – adult or child – that causes significant harm to a child. It can be physical, sexual or emotional, but can just as often be about a lack of love, care and attention. We know that neglect, whatever form it takes, can be just as damaging to a child as physical abuse. An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. It often happens over a period of time, rather than being a one-off event. We are aware that it can increasingly happen online.

Procedure

Practitioners will identify concerns early, provide help for children, promote children’s welfare and prevent concerns from escalating. All staff take responsibility to provide a safe environment in which children can learn. All staff are able to identify children who may benefit from early help support. Staff who have concerns about a child’s welfare will raise them accurately and timely to the DSL. The DSL will work alongside other agencies to follow the processes set out.

Staff are aware of the systems in place to explain the role of safeguarding including; policies, flowcharts of escalation and records of contact and referral details. All staff receive regular safeguarding training delivered by Gloucestershire Safeguarding Children’s Board. During this training staff are made aware of the early help process. Staff are able to recognise particular factors that would result in them benefiting most from an early help referral.

Having a trained children’s safeguarding Co-ordinator that has been given appropriate safeguarding training to ensure that all concerns are acted upon appropriately. Valuing all children, listening to and respecting them. We check the suitability of people working with the children and ensure robust recruitment procedures are in place. We share information about concerns with the relevant agencies when appropriate and in a timely manner. By providing effective management for staff and volunteers through supervision, support and training we can make sure everyone is aware of their role in safeguarding children.

If we have any cause for concern it is our duty to report it, following the Local Safeguarding Children Board procedures. The relevant local procedures that are held by us are available on request (LADO). We understand that child abuse can be physical, sexual, emotional and neglectful, or a mixture of these. We will notify Ofsted of any allegations of abuse that are alleged to have taken place while the child is in our care as soon as reasonably possible.

We keep up to date with child protection issues and relevant legislation by taking regular training courses and a subscription to the Local Safeguarding Board and NSPCC alert and update service. Child protection concerns are kept confidential and only shared with people who need to know this information.

Parents must notify us of any concerns they have about their child and any accidents, incidents or injuries that have occurred outside of the setting, which will be recorded. We will always work together with parents to safeguard their children and share concerns in the best interests of the child.

We will implement the Local Safeguarding Children Board procedures without delay to minimize any risk to the child. We will call ‘The Front Door’ immediately on 01452 426565, if it is known or we suspect that a child is at risk of harm.

If a child tells us that they or another child are being abused, we will:

* Listen carefully to the child. Not expressing personal views on the matter. A reaction of shock or disbelief could cause the child to 'shut down', retract or stop talking
* Let them know they've done the right thing by talking about it with you. Reassurance can make a big impact to the child who may have been keeping the abuse secret
* Tell them it's not their fault. Abuse is never the child's fault and they need to know this
* Say you believe them. A child could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person to believe them and help them
* Don't talk to the alleged abuser. Confronting the alleged abuser about what the child's told you could make the situation a lot worse for the child
* Explain what you'll do next. If age appropriate, explain to the child you'll need to report the abuse to someone who will be able to help
* Don't delay reporting the abuse. The sooner the abuse is reported after the child discloses the better. Report as soon as possible so details are fresh in your mind and action can be taken quickly.
* Keep an accurate written log of what the child has said using exact words used. Ensuring that this information remains confidential.
* Report concerns immediately to the Front Door on 01452 426565.

Signs of abuse and neglect might include;

* significant changes in behaviour,
* deterioration in well-being,
* marks or unexplained bruising
* children’s comments or role play not being age appropriate
* reasons to suspect neglect or abuse outside the setting, for example in the child’s home or that a girl may have been subjected to or is at risk of fgm.
* Inappropriate sexual comments, excessive one-to-one attention beyond the requirements of the usual role and responsibilities, inappropriate sharing of images.

We recognise that children and young people are capable of abusing their peers. Peer on peer abuse relates to situations such as sexual exploitation, gang violence, financial abuse,

coercive control and exploitative relationships. We want all children to feel safe here and, as part of our commitment to keep them safe, we regularly observe children’s interactions and aim to be approachable, so they will speak to us if they are concerned about any aspects of their relationships with others. Parents know they can contact us at any mutually convenient time to discuss concerns children might raise at home.

All professionals are made aware of the possibility of a girl being at risk of FGM as a result of religious beliefs, nationality and other unusual events that could led to FGM e.g. a child being taken out of the setting for a six weeks or more by parents or relatives.

Female Genital Mutilation (FGM) is a form of child abuse. FGM comprises all procedures involving partial or total removal of the external female genitalia for non-medical reasons.

If a member of staff had concerns over a child, they would report it to the safeguarding officer in the setting who would then report it to The Front Door.

Female Genital mutilation (FGM) is when a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting', but has many other names. A child who's at risk of FGM might ask you for help. But some children might not know what's going to happen to them. So it's important to be aware of the signs that FGM might happen:

* A relative or someone known as a 'cutter' visiting from abroad.
* A special occasion or ceremony takes place where a girl 'becomes a woman' or is 'prepared for marriage'.
* A female relative, like a mother, sister or aunt has undergone FGM.
* A family arranges a long holiday overseas or visits a family abroad during the summer holidays.
* A girl has an unexpected or long absence from school.
* A girl struggles to keep up in school.
* A girl runs away – or plans to run away - from home.

Signs FGM might have taken place:

* Having difficulty walking, standing or sitting.
* Spending longer in the bathroom or toilet.
* Appearing quiet, anxious or depressed.
* Acting differently after an absence from school or college.
* Reluctance to go to the doctors or have routine medical examinations.
* Asking for help – though they might not be explicit about the problem because they're scared or embarrassed.

Who is at risk?

Girls living in communities that practise FGM are most at risk. It can happen in the UK or abroad. In the UK, the Home Office has identified girls and women from certain communities as being more at risk:

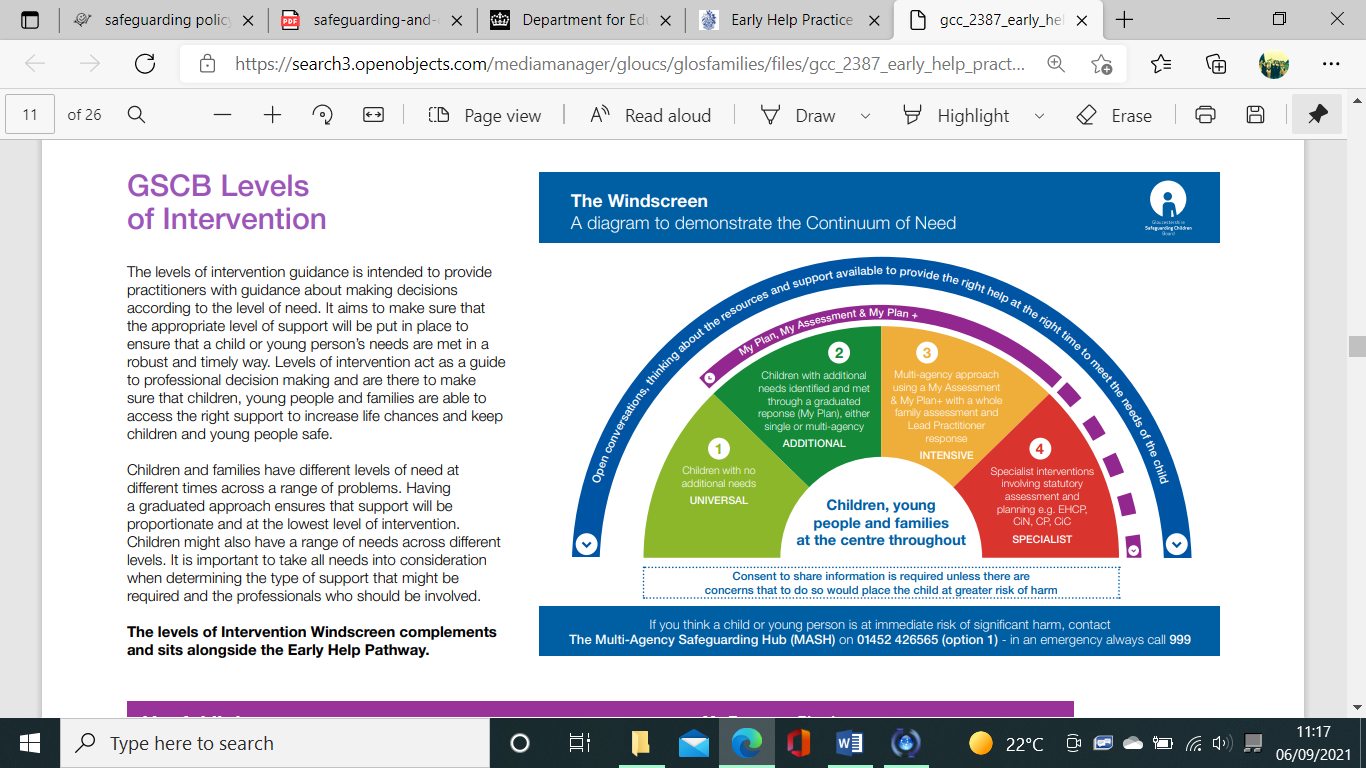
* Somali
* Kenyan
* Ethiopian
* Sierra Leonean
* Sudanese
* Egyptian
* Nigerian
* Eritrean
* Yemeni
* Kurdish
* Indonesian

Child sexual exploitation

Child sexual exploitation is a complex form of abuse and it can be difficult for those working with children to identify and assess.

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Local Safeguarding Children’s Board

Early help practice guidance: <https://search3.openobjects.com/mediamanager/gloucs/glosfamilies/files/gcc_2387_early_help_practice_guide_digital_dev6.pdf>

Allegation procedure

If a child makes a disclosure about their family members or if an allegation is made against the setting we will follow the method below;

* Listen- do not interrupt or ask questions
* Record- as quickly as possible so your record keeping is accurate
* Report- to Ofsted and the GSCB
* Follow up- as appropriate for each case.

If an allegation is made against a member of staff, they will be told to leave the premises immediately until investigation has been completed. This will be reported to Ofsted immediately.

Whistleblowing statement

If I have a concern about a child’s safety in any situation I will contact the relevant authorities – Ofsted, Policy, Local authority- without delay. I will keep records to show the procedures followed.

Illness and Sickness Policy

# Policy

This policy is about children’s attendance at nursery when they are unwell. It is our policy to keep children safe, promote good health and take necessary steps to prevent the spread of infection within our childcare setting. We promote hand-washing before eating or handling food and after using the toilet. As a general principle, children should not be in nursery when they are ill, both for their own welfare and also to be fair to other children and staff protecting them from becoming ill. In specific situations the appropriateness of attending nursery or not will need to be determined on a case by case basis. Ultimately, the nursery has the right to refuse admission to a child who is unwell: this decision will be taken by Senior Management.

# Procedure

We aim to provide a safe, secure and healthy environment for all children attending the nursery, and to avoid the spread of illness. We will always follow the advice given to us by our registering authority, and children with specific contagious conditions, will have to stay away from nursery to protect the other children and return on managers discretion.

If a child arrives at our setting with a disease or illness, we believe to be infectious or that poses a risk to other children or staff, they will be sent home until fully recovered. If a child or member of staff has sickness or diarrhoea, they are not to return into the setting for a 48-hour period, from the last bought of sickness/diarrhoea.

If a parent has knowingly sent a child into the setting with an infectious disease or illness or sooner than the exclusion period or managers discretion, your contract may be terminated.

If a child is unwell but well enough to attend, we are happy to store and administer medication on the grounds that;

* Medication has been prescribed by a doctor, dentist, nurse or pharmacist,
* We are aware of the reason for medication
* We know the last dose and time given
* It is in original packaging and has the child’s name on
* Any new medication has been taken 24 hours before attending to eliminate the chance of reactions

If your child is to be given Calpol, Nurofen etc during their time at nursery it will be documented in the medicine book and signed by a parent. Blanket consent is not permitted. If your child has been given the above medication and symptoms don’t improve within 30 minutes, then we will contact parents/carers to come and collect.

If your child has 3 loose nappies within 1 day, you will be asked to collect them.

If your child becomes unwell while in our care we will attempt to contact both parents by phone call. If we have not had a response within half an hour we will call the emergency contacts. You may be asked to collect the child and seek medical advice. If we request for you to seek medical advice, your child will not be accepted back into the setting until this is done. In accordance to the signed contract, parents will be expected to pay for the child’s place even if they are excluded from the setting due to illness or sickness.

Please ensure that you keep us up to date with all information regarding your child and that the contact detail are correct. Long term medical conditions are to be notified on registration to the setting. All new medical information regarding the child must be shared to ensure the best care can be provided. Relevant training will be provided for staff where administration of medicine that requires medical or technical knowledge.

If a member of staff develops an infectious disease, we will inform all parents as soon as possible. We will notify you on DOJO. We must notify Ofsted and the Health Protection Agency of any notifiable disease that have been identified. We will follow their advice.

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| Date policy was written/ reviewed | January 2023 |

Accidents Policy

Our premises has been inspected by Ofsted and meets the requirements of the Early Years Foundation Stage in England. We regularly review, update and practice our safety routines, including fire drills.

All staff have received training and can administer pediatric first-aid treatment. A first-aid box is clearly labelled and easily accessible in the kitchen at all times. This is checked monthly to ensure in date and all items are replenished. There is a travel first aid kit that is stored in the bag and must be taken on all outings.

As registered childcare providers we must notify Ofsted of any serious accidents, illnesses or injuries or the death of any child whilst in our care, and any action we may have taken within 14 days of an incident occurring. If an accident or incident involving a child in our care may result in an insurance claim, we will contact our public liability insurance provider to discuss the case and be allocated a claim number to follow up. This policy will be reviewed following any major accidents to prevent them happening again. All accidents will be written and documented in the accident/incident book, with staff and parent/carer signatures and remain on the premises at all times. This book will be reviewed termly to monitor where and when accidents are most occurring and make changes to reduce risk.

Visual risk assessments will be carried out on entry to the building and throughout the day, taking a very careful look at the environment and equipment in use, noting any potential risks to children’s safety. We check that toys and equipment are suitable for the age and stage of development of the children using it and under correct supervision. When new equipment is bought, we check for British Standards Institute marking to ensure it is safe. Once toys become broken they are thrown away to avoid choking on small parts.

# Procedure

If there is an accident:

* ­­­We will reassure and comfort the injured child/person while making sure that the other children in our care are safe. This may mean strapping a baby in a buggy or sitting an older child somewhere safe where we can see them.
* Then, if possible, we will begin to deal with the accident in hand. If deemed necessary, we will ring 999 for urgent help.
* If we need to accompany or take a child to hospital, the manager will call a member of staff/parent to make reasonable endeavors to ensure we remain in ratio at all times.
* If we manage to deal with the accident ourselves, then we will contact the affected child’s parents and if necessary ask for them to be collected. We will complete the accident/incident form and relay this information to the parent, asking for a signature on collection, or as soon as reasonably possible.
* If we accompany or take a child to hospital, we will contact their parents and ask them to meet us at the hospital immediately.
* We will always do our best to make sure the children in our care remain safe at all times, reassured and kept calm throughout the procedure.
* We will contact the child’s parents or carer on the event of a head injury to notify them and check the child regularly for any signs or symptoms of concussion or injury following.
* Management will evaluate the accident/injury book at the end of each term and highlight regular risk areas. These areas will be adapted to minimize the risks.

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| Date policy was written/ reviewed | January 2023 |