



NOTTING HILL NURSERY SCHOOL

Policies and Procedures



<u>INTRODUCTION</u>	4
1.1 CHILDREN'S RIGHTS AND ENTITLEMENTS	6
1.2 SAFEGUARDING CHILDREN AND CHILD PROTECTION	8
1.3 LOOKED AFTER CHILDREN	22
1.4 UNCOLLECTED CHILD	25
1.5 MISSING CHILD	26
1.6 USE OF MOBILE PHONES AND CAMERAS	30
<u>SUITABLE PEOPLE</u>	
2.1 SUITABILITY OF EMPLOYMENT	32
2.2 STUDENT PLACEMENTS	35
<u>STAFF QUALIFICATIONS, TRAINING, SUPPORT AND SKILLS</u>	
3.1 INDUCTION OF STAFF, VOLUNTEERS AND MANAGERS	37
3.2 FIRST AID	38
<u>KEY TEACHER</u>	
4.1 THE ROLE OF THE KEY TEACHER AND SETTLING-IN	40
5.1 STAFFING	43
<u>HEALTH</u>	
6.1 ADMINISTERING MEDICINES	44
6.2 MANAGING CHILDREN WHO ARE SICK, INFECTIOUS, OR WITH ALLERGIES	48
6.3 RECORDING AND REPORTING OF ACCIDENTS AND INCIDENTS	52
6.4 NAPPY CHANGING	55
6.5 FOOD AND DRINK	59
6.6 FOOD HYGIENE	60
<u>MANAGING BEHAVIOUR</u>	
7.1 ACHIEVING POSITIVE BEHAVIOUR	61
<u>SAFETY AND SUITABILITY OF PREMISES, ENVIRONMENT AND EQUIPMENT</u>	
8.1 HEALTH AND SAFETY GENERAL STANDARDS	66
8.2 MAINTAINING CHILDREN'S SAFETY AND SECURITY ON PREMISES	70
8.3 SUPERVISION OF CHILDREN ON OUTINGS AND VISITS	71
8.4 RISK ASSESSMENT	73
8.5 FIRE SAFETY AND EMERGENCY EVACUATION	75
8.6 ANIMALS IN THE SETTING	77
8.7 NO-SMOKING	79



EQUAL OPPORTUNITIES

9.1	VALUING DIVERSITY AND PROMOTING EQUALITY	80
9.2	SUPPORTING CHILDREN WITH SPECIAL EDUCATIONAL NEEDS	85

INFORMATION AND RECORDS

10.1	ADMISSIONS	87
10.2	PARENTAL INVOLVEMENT	88
10.3	CHILDREN'S RECORDS	90
10.4	PROVIDER RECORDS	92
10.5	TRANSFER OF RECORDS TO SCHOOL	94
10.6	CONFIDENTIALITY AND CLIENT ACCESS TO RECORDS	96
10.7	INFORMATION SHARING	98
10.8	WORKING IN PARTNERSHIP WITH OTHER AGENCIES	101
10.9	MAKING A COMPLAINT	102

OTHER POLICIES

11.1	ARTWORK AND DISPLAY POLICY	105
11.2	BITING	107
11.3	CHILDREN DRINKING WATER POLICY	108
11.4	CLEANING FLOOR POLICY	110
11.5	COMPANY SEARCH PROCEDURE	111
11.6	DEVELOPING LANGUAGE THROUGH BOOKS	112
11.7	DIET AND NUTRITION POLICY	114
11.8	DOOR SECURITY AND CCTV	115
11.9	ILLNESS & EXCLUSION POLICY	117
11.10	EYFS CURRICULUM POLICY	121
11.11	FIRE DRILL	123
11.12	FOOD HANDLING	124
11.13	STAFF CODE OF CONDUCT AND DRESS CODE	126
11.14	GIFTED AND TALENTED LEARNERS	127
11.15	HEAD LICE	128
11.16	STAFF SICKNESS AND RETURN TO WORK POLICY	129
11.17	LAUNDRY POLICY	131
11.18	NURSERY CLEANER - JOB DESCRIPTION	132
11.19	PERSONAL BELONGINGS	133
11.20	POTTY TRAINING	134
11.21	SPECIAL DIETARY REQUIREMENTS	135
11.22	TAKING PHOTOGRAPHS	136
11.23	THE GRIEVANCE PROCEDURE	137
11.24	WHISTLEBLOWING CODE FOR ISSUES RELATING TO CHILDREN	139
11.25	LEAVE IN SPECIAL CIRCUMSTANCES	142
11.26	PREVENT DUTY	144
11.27	GDPR	146
11.28	LANGUAGE POLICY	149
11.29	COVID-19 POLICY	150
11.30	TERMS AND CONDITIONS	154



Introduction

The policies and procedures set out in this document are essential in ensuring Notting Hill Nursery School is compliant with the *Statutory Framework for the Early Years Foundation Stage* (EYFS).

Who should read this document?

This document has been written as minimum standard guidance to all provision staff and must be followed when operating the Nursery. To ensure that this guidance is followed every member of staff is subject to an induction upon joining the team, followed by periodic training to ensure that they fully understand the guidance and how to implement it.

Parents and carers should also take the opportunity to read this document as a way of understanding what we offer and the level of childcare that we provide.

What this document covers

Child protection

There are ten overarching Safeguarding and Welfare Requirements within the EYFS, some of which are broken down into further headings, as follows:

Suitable People

Providers must be alert to any issues for concern in the child's life at home or elsewhere. Providers must have and implement a policy, and procedures, to safeguard children.

Staff Qualifications, Training, Support and Skills

Providers must ensure that people looking after children are suitable to fulfill the requirements of their roles.

The daily experience of children in early years settings and the overall quality of the provision depends on all practitioners having appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities.

Key teacher

Staff: Child Ratios

Each child must be assigned a key teacher. Their role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

Staffing arrangements must meet the needs of children and ensure their safety.

Health

The provider must promote the good health of children attending the setting. They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection and take appropriate action if children are ill.

Managing Behaviour

Providers must have and implement a behaviour management policy, and procedures.

Safety & Suitability of Premises, Environment and Equipment

Providers must ensure that their premises, including outdoor spaces, are fit for purpose. Providers must have, and implement a health and safety policy, and procedures, which cover identifying, reporting and dealing with accidents, hazards and faulty equipment.

Equal Opportunities

Providers must have and implement a policy, and procedures, to promote equality of opportunity for children in their care, including support for children with special educational needs or disabilities.

Information and Records

Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

Each of the required policies and procedures are covered within this document under each of the above ten Safeguarding and Welfare Requirements of the Early Years Foundation Stage.

How this document is structured

Each section within this document covers a separate policy, with the overarching policy statement set out at the start of each section, followed by the relevant procedure describing how the policy will be adopted and implemented. At the end of each section, you will also find, the date on which the policy was adopted; the date of the last review; and the name and position of the person who reviewed and approved the policy and procedures.

Adopting and Implementing policies

As part of the new parents and staff induction, an introduction to the setting's policies and procedures will be provided. The staff induction will include a multiple choice induction test.

Staff meeting agendas will have a standing agenda item to provide staff with a forum to discuss and challenge the policies and procedures.

Reviewing policies

Each policy and procedure should be continually monitored by collecting evidence about the results of its implementation.

The evidence should be used to make any necessary changes to the policy and procedure and/or the way it is implemented.

All staff and parents should contribute to the evidence collected and share in decisions about any necessary changes.

Policy statement

1.1 Children's rights and entitlements

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;

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

Able to represent themselves and participate 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 themselves and others;

Develop a sense of responsibility towards themselves and others; and

Be able to represent themselves and others in key decision's 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.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



1.2 Safeguarding children and child protection

At **Notting Hill Nursery School** we work with children, parents / carers/ carers/ carers, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation, and we promote acceptance and tolerance of other beliefs and cultures (please refer to our inclusion and equality policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures.

This policy works alongside these other specific policies to cover all aspects of child protection:

- Online safety
- Human Trafficking and Modern Slavery
- Prevent Duty and Radicalisation
- Domestic Violence, Honour Based Violence (HBV) and Forced Marriages
- Looked After Children
- Witchcraft
- Breast ironing
- FGM

Legal framework and definition of safeguarding

- Children Act 1989 and 2004
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2017
- Working together to safeguard children 2018
- Keeping children safe in education 2019
- Data Protection Act 2018
- What to do if you're worried a child is being abused 2015
- Counter-terrorism and Security Act 2015.

The nursery adheres to The London Child Protection Procedures as recommended by the Local Children's Safeguarding Partnership (LCSP), please click on the link:

[London Children's Safeguarding Procedures](#)

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working together to safeguard children 2018).

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- All staff members will have up to date training on all types of abuse and know what steps to take to ensure the child is removed from any harm and safe at all times.
- All staff members know and understand which agencies to contact when they are worried about a child or have any concern about an adult.
- All staff members are able to identify signs of abuse and have a duty of care to ensure that all children in our care are safeguarded and not in any danger.
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Support staff to notice the softer signs of abuse and know what action to take
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures, and communities
- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion, and role modelling
- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate.

The nursery is aware that abuse does occur in our society, and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care, we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, Parents / carers/ carers/ carers and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

The nursery aims to:

- Keep the child at the centre of all we do

- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures, including thorough annual safeguarding newsletters and updates
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the **Westminster**
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Ensure that children are never placed at risk while in the charge of nursery staff
- Identify changes in staff behaviour and act on these as per the Staff Behaviour Policy
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on the nursery premises including reporting such allegations to Ofsted and other relevant authorities
- Ensure Parents / carers/ carers/ carers are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents / carers/ carers/ carers where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the **Westminster**.

We will support children by offering reassurance, comfort, and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe.

Contact telephone numbers

Local Authority children's social care team:

RBKC Telephone: 020 7361 3013

Email: socialservices@rbkc.gov.uk

Local Authority Out of Hours Team:

RBKC: Out of hours – 020 7361 3013

WCC Telephone: 020 7641 4000

Email: AccesstoChildrensServices@westminster.gov.uk

WCC: Out of hours – 020 7641 6000

NSPCC 0808 800 5000

Local authority Designated Officer (LADO)



RBKC Telephone: 0207 361 3013

Email: KCLADO.Enquiries@rbkc.gov.uk

WCC Telephone: 020 7641 7668

Email: LADO@westminster.gov.uk

Ofsted 0300 123 1231

Emergency police 999

Non-emergency police 101

Government helpline for extremism concerns 020 7340 7264

Types of abuse and particular procedures followed

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or a stranger. This could be an adult or adults, another child, or children.

What to do if you're worried a child is being abused (advice for practitioners) 2015.

The signs and indicators listed below may not necessarily indicate that a child has been abused but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from Parents / carers/ carers/ carers or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

- Low self-esteem
- Wetting and soiling
- Recurrent nightmares
- Aggressive behaviour
- Withdrawing communication
- Habitual body rocking
- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers
- Excessive clinginess
- Persistently seeking attention.

Peer on peer abuse

We are aware that peer on peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child,

emotional abuse, or sexual abuse. We will report this in the same way as we do for adults abusing children and will take advice from the appropriate bodies on this area.

Physical abuse

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with the nursery manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with the designated safeguarding lead (DSL) and/or Deputy DSL.

Female genital mutilation

This type of physical abuse is practised as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities in England including its effect on the child and any other siblings involved. This procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community¹. Symptoms may include bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as well as physiological concerns. If you have concerns about a child relating to this area, you should contact children's social care team in the same way as other types of physical abuse. There is a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18, we will ensure this is followed in our setting.

Breast Ironing

Breast ironing also known as "breast flattening" is the process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage. Although this is unlikely to happen to children in the nursery due to their age, we will ensure any signs of this in young adults or older children are followed up using the usual safeguarding referral process.

Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g., through poisoning, starvation, inappropriate diet. This may also be

presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

Sexual abuse

Action needs to be taken if the staff member has witnessed an occasion(s) where a child indicated sexual activity through words, play, drawing, had an excessive preoccupation with sexual matters or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g., for nappy changes.

The physical symptoms may include genital trauma, discharge and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

If a child starts to talk openly to an adult about abuse, they may be experiencing the procedure below will be followed:

Procedure:

- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the DSL or Deputy DSL
- The matter will be referred to the local authority children's social care team (see reporting procedures).

Child sexual exploitation (CSE)

Working Together to Safeguard Children defines CSE as "...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.”

We will be aware of the possibility of CSE and the signs and symptoms this may manifest as. If we have concerns, we will follow the same procedures as for other concerns and we will record and refer as appropriate.

Adult sexual exploitation

As part of our safeguarding procedures, we will also ensure that staff and students are safeguarded from sexual exploitation.

Emotional abuse

Action should be taken if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

Neglect

Action should be taken if the staff member has reason to believe that there has been any type of neglect of a child (for example, by exposure to any kind of danger, including cold, starvation or failure to seek medical treatment, when required, on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at nursery in the same nappy they went home in, or a child having an illness or identified special educational need or disability that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g., a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

Domestic Abuse / Honour Based Violence / Forced Marriages

We look at these areas as a child protection concern. Please refer to the separate policy for further details on this.

Reporting Procedures

All staff have a responsibility to report safeguarding concerns and suspicions of abuse. These concerns will be discussed with the designated safeguarding lead (DSL) as soon as possible.

- Staff will report their concerns to the DSL (in the absence of the DSL they will be reported to the Deputy DSL)
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely
- If appropriate, the incident will be discussed with the parent/carer, such discussions will be recorded, and the parent will have access to these records on request
- If there are queries/concerns regarding the injury/information given, then the following procedures will take place:

The designated safeguarding lead will:

- Contact the Local Authority children's social care team to report concerns and seek advice. If it is believed a child is in immediate danger, we will contact the police. If the safeguarding concern relates to an allegation against an adult working or volunteering with children, then the DSL will follow the reporting allegations procedure (see below).
- Record the information and action taken relating to the concern raised
- Speak to the Parents / carers/ carers/ carers (unless advised not to do so by LA children's social care team)
- The designated safeguarding lead will follow up with the Local Authority children's social care team if they have not contacted the setting within the timeframe set out in Working Together to Safeguarding Children (2018). We will never assume that action has been taken,

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSL or deputy DSL they should call the Local Authority children's social care team or the NSPCC and report their concerns anonymously.

Recording Suspicions of Abuse and Disclosures

Staff should make an objective record of any observation or disclosure, supported by the nursery manager or designated safeguarding lead (DSL). This record should include:



- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the *manager/*DSL/*supervisor, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse, it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly, and disclosure is not forced, or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with the local authority children's social care team and Ofsted. Staff involved may be asked to supply details of any information/concerns they have with regard to a child. The nursery expects all members of staff to co-operate with the local authority children's social care, police, and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

Informing parents / carers

Parents / carers are normally the first point of contact. If a suspicion of abuse is recorded, parents / carers are informed at the same time as the report is made, except where the guidance of the local authority children's social care team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents / carers

Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the local authority.

Support to families

The nursery takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents / carers and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents / carers or those who have parental responsibility for the child, only if appropriate in line with guidance of the local authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

Allegations against adults working or volunteering with children

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the DSL on duty. If this person is the subject of the allegation, then this should be reported to the *owner/*registered person/*DSL/*deputy manager instead.

The Local Authority Designated Officer (LADO) and Ofsted will then be informed immediately in order for this to be investigated by the appropriate bodies promptly (The LADO should be advised of any concerns within 24 hours):

- The LADO will be informed immediately for advice and guidance
- If as an individual, you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LADO yourself directly
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted) to determine how this will be handled
- The nursery will follow all instructions from the LADO and Ofsted and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The nursery reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being reinstated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police.
- Founded allegations will be dealt with as gross misconduct in accordance with our disciplinary procedures and may result in the termination of employment, Ofsted will be notified immediately of this decision.
- The nursery will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary reinvestigation
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents / carers.

Monitoring children's attendance

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents / carers should please inform the nursery prior to their children taking holidays or days off, and all sickness should be called into the nursery on the day, so the nursery management are able to account for a child's absence.

If a child has not arrived at nursery within one hour of their normal start time the parents / carers will be called to ensure the child is safe and healthy. If the parents / carers are not contactable then the further emergency contacts will be used to ensure all parties are safe.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safeguarded.

This should not stop parents / carers taking precious time with their children but enables children's attendance to be logged so we know the child is safe.

Looked after children

As part of our safeguarding practice, we will ensure our staff are aware of how to keep looked after children safe. In order to do this, we ask that we are informed of:

- The legal status of the child (e.g., whether the child is being looked after under voluntary arrangements with consent of parents / carers or on an interim or full care order)
- Contact arrangements for the biological parents / carers (or those with parental responsibility)
- The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- The details of the child's social worker and any other support agencies involved
- Any child protection plan or care plan in place for the child in question.

Please refer to the Looked After Children policy for further details.

Staffing and volunteering

Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by the nursery to care for children and who has an enhanced clearance from the Disclosure and Barring Service (DBS) to be left alone with children. We will obtain enhanced criminal records checks (DBS) for all volunteers and do not allow any volunteers to be unsupervised with children.

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery. During induction staff will be given contact details for the LADO (local authority designated officer), the local authority children's social care team and Ofsted to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.



We have named persons within the nursery who take lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated Safeguarding Leads (DSL), there is always at least one designated person on duty during all opening hours of the setting.

These designated persons will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year.

The nursery DSL's liaise with the local authority children's social care team, undertakes specific training, including a child protection training course, and receives regular updates to developments within this field. They in turn support the ongoing development and knowledge update of all staff on the team.

Although, under the EYFS, we are only required to have one designated lead for safeguarding, for best practice and to ensure cover at all times, we have two designated leads in place. This enables safeguarding to always stay high on our priorities. There will be always at least one designated lead on duty when our provision is open. This will ensure that prompt action can be taken if concerns are raised.

The Designated Safeguarding Lead's (DSL) at the nursery are: **Soraia Almeida and Magdalini Kaloudi.**

We provide adequate and appropriate staffing resources to meet the needs of all children

- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks 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 give staff members, volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as child protection plans for their own children and any changes in their DBS status
- This information is also stated within every member of staff's contract
- We request DBS checks when staff starts working at our nursery and we use the DBS update service (with staff consent) to re-check staff's criminal history and suitability to work with children
- We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff, students, and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use

- As a staff team we will be fully aware of how to safeguard the whole nursery environment and be aware of potential dangers on the nursery boundaries such as drones or strangers lingering. We will ensure the children remain safe at all times
- The Staff Behaviour Policy / Code of Conduct sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy too to ensure any changes are reported to management, so we are able to support the individual staff member and ensure the safety and care of the children is not compromised
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- We use peer on peer and manager observations in the setting to ensure that the care we provide for children is at the highest level and any areas for staff development are quickly highlighted. Peer observations allow us to share constructive feedback, develop practice and build trust so that staff are able to share any concerns they may have. Any concerns are raised with the designated lead and dealt with in an appropriate and timely manner
- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left open or other safeguards will be put into action to ensure the safety of the child and the adult.

We also operate a Phones and Other Electronic Devices and Social Media policy which states how we will keep children safe from these devices whilst at nursery. This also links to our Online Safety policy.

Extremism – the Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons in the setting) or actions that lead staff to be worried about the safety of a child in their care. We have a Prevent Duty and Radicalisation policy in place. Please refer to this for specific details.

Online Safety.

We take the safety of our children very seriously and this includes their online safety. Please refer to the Online Safety policy for details on this.

Human Trafficking and Slavery

Please refer to our Human Trafficking and Slavery policy for detail on how we keep children safe in this area.



Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the *nursery manager/*owner/DSL/*registered person at the earliest opportunity.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

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 is 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 recognize that children who are being looked after have often experienced traumatic situations; physical, emotional or sexual abuse or neglect. However, we also recognize 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. Notting Hill Nursery School senses 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 two important concepts, attachment and resilience. The basis of this is to promote secure attachments in children's lives, as the foundation for resilience. These aspects of well-being underpin the child's responsiveness to learning and enable the development of 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.

In exceptional circumstances, we offer places to two-year-old children 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 the placement in the setting will last a minimum of three months.

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 that they will have 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 child protection officer.

Every child is allocated a key teacher before they start and this is no different for a looked after child. The designated person ensures the key teacher has the information, support and training necessary to meet the looked after child's needs.

The designated person and the key teacher liaise with agencies, professionals and practitioners involved with the child and his or her family and ensure that appropriate information is gained and shared.

The setting recognises the role of the local authority children's 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 to 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 issues for the child such as:

- Their emotional needs and how they are to be met;
- How any emotional issues and problems that affect behaviour are to be managed;
- Their sense of self, culture, language(s) and identity – and how this is to be supported;
- Their need for sociability and friendship;
- Their 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 at 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 etc. 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 sufficient relationship with his or her key teacher for them 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 form 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.

The transition to school will be handled sensitively. The designated person and/or the child's key teacher 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)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

1.4 Uncollected child

Policy statement

In the event that a child is not collected, by an authorized adult at the end of a session/day, we put into practice agreed procedures. These ensure that 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 Child's Details 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.
 - Parents work telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a nanny 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 and surname 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 (id, set up password etc.).
- Parents are informed that if they are not able to collect the child as planned, they must inform us ASAP 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 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 procedures below:
 - 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 on home, work or mobile number.
 - 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 in the Child's Detail 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 Child's Details Form.



- One hour after child's session is finished or one hour after the setting has closed and no-one collects the child or there is no-one who can be contacted to collect the child or there is no-one on its way to collect a child, we apply the procedures for uncollected children.
- We contact our local authority children's social care team:

02076416000

(telephone number)

- The child stays at the 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:

03001231231

(telephone number)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

1.5 Missing child

Policy statement

Children's safety is our highest priority, both on and off the premises. Every attempt is made, through carrying out daily routine within the premises, 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

- As soon as it is noticed that a child is missing, the key teacher/staff alerts the headteacher.
- The headteacher calls the police and reports the child as missing and then calls the parent. The headteacher will carry out a thorough search of the building and outing area.
- 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 headteacher /owner talks to the staff to find out when and where the child was last seen and records this and starts an investigation with the management team.

Child going missing on an outing

This describes what to do when staff has 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 headteacher is contacted immediately (if not on the outing) and the incident is recorded.
- The headteacher contacts the police and reports the child as missing.
- The headteacher contacts the parent, who makes their way to the setting.
- Staff takes the remaining children back to the setting.
- In an indoor venue, the staff contacts the venue's security who will handle the search and contact the police if the child is not found.
- The headteacher/ owner reports the incident and carry out an immediate investigation, with the management committee, (where appropriate).
- The headteacher or member of staff may be advised by the police to stay at the venue until they arrive.

The investigation

- Staff keeps calm and do not let the other children become anxious or worried.

- The setting leader together with a representative of the management team, speaks with the parent(s).
- The owner carry out a full investigation taking written statements from all the staff in the room or who were on the outing.
- The key teacher/staff member writes an incident report detailing:
 - The date and time of the report.
 - Which 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. Children's social care may be involved if it seems likely that there is a child protection issue to address.
- 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.
- In the event of disciplinary action needing to be taken, Ofsted is informed.
- The insurance provider is informed.
- 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 teacher or the designated carer responsible for the safety of that child on 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 headteacher. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the headteacher and the other should be a member of the management team. 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 owner will use their discretion to decide what action to take.
- Staff must not discuss any missing child incident with the press without taking advice.



This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

1.6 Use of mobile phones, cameras, and smartwatches

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, cameras, and smartwatches in the setting. To ensure the safety and wellbeing of the children we do not allow the staff to use personal mobile phones, cameras, and smartwatches during working hours.

Procedures

Personal Mobile Phones and Smartwatches

- Employees must ensure that they do not have in their possession a personal mobile phone and a smartwatch during working hours. Personal mobile phones and smartwatches must be placed in the mobile phone box in the manager's office during working hours or other designated area by manager in the office.
- Employees are provided with access to the nursery telephone for work-related purposes.
- 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.
- Only company mobile phones should be used on outings, for use in the case of an emergency. They should be fully charged and switched on for the duration of the trip. Employees must not switch on and off the nursery mobile phones when on outing, make personal calls, text or browse the web.
- The company mobile phone taken on the outings should be stored in the 'nursery outing bag'.
- Members of staff are not allowed to use their personal mobile phones for taking photographs of children.
- Parents and visitors are requested not to use their mobile phones whilst on the premises. 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 where they can use their mobile phone, where there are no children present e.g. in a manager's office

Cameras and videos

- Members of staff must not bring their own cameras or video recorders into the setting. If for some reason a personal electronic device like iPad, tablet or camera is brought into the setting it must be kept in the manager's office during working hours.
- Photographs and recordings of children are only taken for valid reasons, i.e. on-going recording of our curriculum, children's individual development records.
- Photographs or recordings of children are only taken on equipment belonging to the setting.
- Camera/iPad 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 in the individual 'Child's detail form').



This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



Suitable People

2.1 Suitability of Employment

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 Disclosure Barring Service 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.

All staff has 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 disability, gender reassignment, pregnancy and maternity, race, religion or belief, sexual orientation, sex, age, marriage or civil partnership. 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 Disclosure Barring Service 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.

We keep all records relating to employment of staff, placement students and volunteers, in particular those demonstrating that checks have been done, including the date and number of the enhanced DBS check.

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.

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 immediately terminated.

Changes to staff

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

Training and staff development

Our setting leader holds the level 4 Certificate in Early Years Practise and our deputy hold the Level 5 Diploma in Leadership and Management for Children, Young People and Families as well as CACHE Level 3 Diploma for the Children and Young People's Workforce. The other staff holds NVQ Level 3



Certificate or an equivalent or higher qualification and some staff members are undertaking level 3 qualifications.

We provide regular in-service training to all staff - whether paid staff or volunteers - through 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

Staff taking over-the-counter medicines should seek advice or information from their GP or a pharmacist regarding the possible side effects and whether they should avoid performing any of their duties. Use of prescribed or over-the-counter medicines (even when used correctly in accordance with instructions or advice) might have a detrimental effect on staff performance, conduct or the ability to undertake certain duties.

All prescription medication taken by staff must be accompanied by a letter from a doctor proving fitness to work under the influence of this medication.

Staff should immediately inform their line manager of any possible side effects of their medication (whether prescription or over-the-counter), and/or discuss any problems they may have with performing their duties.

Staff members must inform the setting manager if they are under medication (whether prescription or over-the-counter) and if they are bringing any medication into the setting, even if the medication is not being taken in the setting. Medication must be stored in the staff medication box only.

Medication must be stored in the staff medication box only. The staff medication box is located in the labelled box in the main room – kept out of the reach of children. Medication must not be kept in any other room, clothing (pockets), staff lockers or tables and counters in the staff room. Failure to adhere to this policy will be considered gross misconduct and may lead to dismissal.

All members of staff should be fit and capable of performing all their duties and responsibilities on arrival at work.

Staff must not:

Bring alcohol or controlled substances onto, or consume alcohol or drugs on the nursery premises at any time.

Drink alcohol or take drugs during their working day, whilst on breaks or at lunchtime.

Drink alcohol or take drugs whilst they are on operational standby or when undertaking on-call duties.



Representing the business after working hours

Staff representing us at business/client functions, conferences, exhibitions, or at media or social events outside normal working hours:

Will be deemed to still be at work.

May only drink moderately if drinking alcohol, and are expressly prohibited from possessing controlled substances or using drugs.

Must ensure they are well within the legal limits if they are driving.

Must ensure that they remain professional at all times and must not, by their conduct, actions or inactions, detrimentally affect our business or reputation.

After work

Staff activities after normal working hours and away from our premises are, of course, generally a personal matter and do not directly concern us.

Concern will arise if, because of the pattern or amount of drink or drugs involved, a staff member's attendance, work performance or conduct at work deteriorates or if their conduct damages the reputation of our business.

Managing staff absences and contingency plans for emergencies

Any pre-planned dental or medical appointments (except emergencies) must be booked outside nursery school hours, during periods of leave or when the nursery is closed. Given our obligations towards the children and to staff and children ratios, it is unreasonable to schedule such appointments during nursery hours.

Employees must make every effort to schedule their specialist NHS appointments outside of nursery hours and must show proof of this to the Setting Manager. Employees may attend specialist NHS appointments during nursery hours provided that they can show the Setting Manager that they have tried to schedule the appointment outside of nursery hours, give at least one week's notice to the Setting Manager and show the Setting Manager a copy of their appointment letter or text as proof of appointment.

Sick leave is monitored and action is taken where necessary, in accordance with the contract of employment.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

2.2. Student placements

Policy statement

Our setting recognizes that qualifications and training make an important contribution to the quality of the care and education provided by early years settings. 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 DBS checks carried out.
- 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; this does not include staff on the apprentice scheme who are undergoing level 2 and 3 qualifications and are counted in our staffing ratio;
- 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 and Client Access to Records 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.



This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



Staff Qualifications, Training, Support and Skills

3.1 Induction of staff, volunteers and managers

Policy statement

We provide an induction for all staff, volunteers and managers in order to fully brief them about the setting, the families we serve, our policies and procedures, curriculum and daily practice.

Procedures

We have a written induction plan for all new staff, which includes the following:

- Introductions to all staff and volunteers, including management committee members where appropriate.
- Familiarising with the building, health and safety, fire and evacuation procedures as well as an introduction to the way we monitor children progress and plan activities.
- Ensuring our policies and procedures have been read and are carried out.
- Introduction to parents, especially parents of allocated key children where appropriate.
- Familiarising them with confidential information where applicable in relation to any key children.
- Details of the tasks and daily routines.

The induction period lasts at least two weeks. The manager or nursery deputy manager inducts new staff, students and volunteers.

During the first week of the induction period a staff member is assigned to a 'buddy' to shadow.

During the induction period, the individual must demonstrate understanding of and compliance with policies, procedures, tasks and routines. The induction period is also a time when a nursery manager or nursery deputy manager briefs new staff member with Notting Hill Nursery School planning circle.

Successful completion of the induction forms is part of the probationary period.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

3.2 First aid

Policy statement

In our setting, staff is 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 a current first aid certificate 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:

1. Guidance leaflet
2. Medium sterile dressing
3. Large sterile dressing
4. Triangle bandages
5. Safety pins
6. Eye pad sterile dressing
7. Sterile adhesive dressing (plasters)
8. Sterile cleansing wipes
9. Disposable gloves (pair)

This is only a suggested contents list.

The first aid box is easily accessible to adults and is kept out of the reach of children.

No tablets or medicines should be kept in the first aid kit.

At the time of each child's admission to the setting, parents' written permission for obtaining 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 hospital 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)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

Key teacher

4.1 The role of the key teacher and settling-in

Policy statement

We believe that children settle best when they have a key teacher to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key teacher 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.

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

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

Procedures

We allocate a key teacher before the child starts.

The key teacher is responsible for the induction of the family and for settling the child into our setting. The key teacher offers unconditional regard for the child and is non-judgemental.

The key teacher works with the parents to plan and deliver a personalised plan for the child's well-being, care and learning.

The key teacher acts as the key contact for the parents and has links with other carers involved with the child, such as a nanny, and co-ordinates the sharing of appropriate information about the child's development with those carers.

The key teacher 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 teacher encourages positive relationships between children in her/his key group, spending time with them as a group each day.

If necessary we provide a back-up key teacher so the child and the parents have a key contact in the absence of the child's key teacher.

We promote the role of the key teacher 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 e.g. All about me form to be completed by parents and displays about activities available within the setting.

We allocate a key teacher to each child and his/her family before she/he starts to attend; the key teacher welcomes and looks after the child and his/her parents at the child's first session and during the settling-in process.

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 some time in the first sessions during the first week and then 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 after approximately 2 weeks when they have formed a relationship with their key teacher; for example, the child looks for the key teacher 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 on nursery premises for at least the first week until their child can stay happily without them.

Our standard settling in process takes 2 weeks.

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.

The progress check at age two

The key teacher carries out the progress check at age two in accordance with any local procedures that are in place and referring to the guidance

‘A Know How Guide: The EYFS progress check at age two’.

The progress check aims to review and ensure that, a full picture of each child's development have been captured.

Within the progress check, the key teacher 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).

The key teacher 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.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



Child Ratios

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 is appropriately qualified and we carry out checks for criminal and other records through the Disclosure Barring Service in accordance with statutory requirements.

Procedures

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

Children under two years: 1 adult : 3 children;

Children aged two years: 1 adult : 5 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 8:30 am and 3:30pm 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.

At any time a minimum of two staff/adults are on duty.

Each child is assigned a key teacher 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 teacher plans with parents for the child's well-being and development in the setting. The key teacher meets regularly with the family for discussion and consultation key teacher works on their child's progress and offers support in guiding their development at home.

We hold regular staff meetings to undertake curriculum planning and one to one sessions with key teachers to discuss children's progress, their achievements and any difficulties that may arise from time to time.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on August 2023

Next review on March 2024

Health

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 GPs 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, it is required that the parent keeps the child at home for the first 24 hours to ensure there are no adverse effects, as well as to give time for the medication to take effect.

These procedures are written in line with 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 teacher is responsible for the correct administration of medication to children for whom they are the key teacher. This includes ensuring that parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures. The setting manager or the deputy should witness the administration of medicines. In the absence of the key teacher, the manager or the deputy is responsible for the overseeing of administering medication.

Procedures

Children taking prescribed medication must be well enough to attend the setting.

If a child is brought into nursery unwell with obvious signs of a temperature and/or cough, runny nose etc, parents will be kindly asked that the child be taken home.

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). Children's Calpol (un-prescribed and provided by Notting Hill Nursery School) can only be administered with the written consent from a parent followed by a verbal consent of the parent in the case of a high temperature i.e. between 37.5c – 40c. This is to prevent febrile convulsion and where a parent or named person is on their way to collect the child. The administration of Calpol is recorded accurately on Calpol Medication Consent Form and is to be signed both by a staff member (child's key teacher) who had administered the medicine and a person who witnessed administering the medication (either Headteacher or Deputy Head). Parents are shown the record and are asked to sign the form to acknowledge the administration of the medicine.

Where a child's temperature exceeds 40c, professional medical treatment will immediately be sought and the parents or named person will be requested to collect the child.

In the event that the child is taken to a hospital the parents or named person will be contacted and requested to go directly to the hospital.

In the event of accident or emergency when a child needs to be taken to the hospital a child will be accompanied by Notting Hill nursery setting manager (or authorised deputy); health professionals will be responsible for any decisions on medical treatment in the absence of the parent/ named person.

A child with a high temperature should remain at home for 24hours after the last event of a temperature between 37.5C and 40.C A child should only return to the nursery when the temperature has remained normal without the assistance of temperature reducing medication

Children's prescribed medicines are stored in their original containers, are clearly labelled, inaccessible to the children and kept in 'children medication box'.

Parents give prior written permission for the administration of medication. The staff receiving the medication must ask the parent to sign a 'Medication Consent Form'. All the medication provided must be in-date, prescribed for the current condition and have a pharmacist's label on (indicating: name, surname, child's d.o.b.). No medication may be given without these details being provided:

- The full name of child, age and date of birth;
- The name of medication, its strength, dosage, information about the course of the medication and the frequency in which it should be administered to a child;
- Who prescribed it;
- Reason for administering the medication;
- When the first and the last dosage of the medication was given;
- If a child has not had a medication before, it is required that the parent keeps the child at home for the first 24 hours to ensure there are no adverse effects, as well as to give time for the medication to take effect.
- When an antibiotics have been prescribed parents are asked to keep their child at home for 48 hours before returning to the setting.
- How the medication should be stored and its expiry date;
- Any possible side effects that may be expected; and
- The signature of the parent and the date.

The administration of medicine is recorded accurately on medication form each time it is given to a child and is to be signed both by a staff member (child's key teacher) who had administrated the medicine and a person who witnessed administrating the medication (either Headteacher or Deputy Head). Parents are shown the record at the end of the day and are asked to sign the form to acknowledge the administration of the medicine.

Storage of medicines

All medication is stored safely in a plastic container labelled 'children medication box' in a kitchen cupboard or refrigerator if required.

The child's key teacher or a member of management team 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 to be administered on a regular or as-and-when- required basis. Key teachers check that any medication held in the setting, is in date and return any out-of-date medication back to the parent.

If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant members of staff by a health professional e.g. an insulin pump training conducted by a nurse.

When a medication is given to a child either the setting Headteacher or Deputy Head must be present and co-signs the medication record.

No child may self-administer medications. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell their key teacher 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 ongoing medication

A risk assessment is carried out for each child with severe allergies and long term medical conditions that require on going medication. This is the responsibility of the manager alongside the key teacher. 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. Recognising 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 advice is sought from the child's GP if necessary where there are concerns.

The risk assessment is reviewed every six months, or more frequently if necessary; the review includes changes to the medication or the dosage, any side effects noted etc.

For the child with a long term medical condition a health care plan is provided by the child's GP or a doctor. For the child with severe allergies either a health care plan or an allergy action plan is provided.



The health care plan or allergy action plan should include the measures to be taken in an emergency.

Managing medicines on trips and outings

If children are going on outings, staff accompanying the children must include the key teacher for the child with a health care plan/allergy action plan, or another member of staff who is fully informed about the child's needs and/or administration of his/her medicine.

Medication for a child is taken in a 'medication box' clearly labelled with the child's name and the name of the medication. Inside the box is a copy of the health care plan/allergy action plan and a medication consent form.

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 and the name of the medication. Inside the box is a copy of the health care plan/allergy action plan together with a medication 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)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

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 (two or more loose stools) 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 the child on their behalf.

If a child has a temperature, they are kept cool, by removing top clothing and sponging their heads with cool water, but kept away from draughts.

The child's temperature is taken using an ear thermometer, kept in the medicine box in a locked cupboard..

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 the setting; the setting can refuse admittance to children who have a temperature, sickness and diarrhoea or a contagious infection or disease.

If a child has not had a medication before, it is required that the parent keeps the child at home for the first 24 hours to ensure there are no adverse effects, as well as to give time for the medication to take effect.

Where children have been prescribed an antibiotics, parents are asked to keep them at home for 24 hours before returning to the setting.

After 2 or more episodes of diarrhoea parents are asked to keep children home for 48 hours.

After an episode of vomiting parents are asked to keep children home for 48 hours.

A child with a high temperature should remain at home for 24 hours after the last even of a temperature between 37.5C and 40.C A child should only return to the nursery when the temperature has remained normal without the assistance of temperature reducing medication.

For children who are teething: If a child is brought into nursery and the parent informs the key teacher, that the child has been given appropriate pain killer for teething issues, then the child will be admitted and monitored for signs of sickness.

If it is apparent that the child is teething and has temperature over 38 Celsius, a member of the management team and the child's key teacher will administer Calpol, as long as the symptoms of teething have been confirmed by the child's GP and confirmed in writing by the parent. We do not require a letter from the doctor. We will however contact parents before administering Calpol to ensure that they agree with their child receiving Calpol on that day.



If a child has been brought into nursery and the parent informs staff that their child has been given an appropriate pain killer for what they believe is for teething issues, the child will be accepted on the basis that the parent will be contacted to collect their child if the suspected teething symptoms turn out to be sickness.

If your child contracts conjunctivitis we kindly ask that your child does not return to nursery until they have been receiving treatment for 24 hours as conjunctivitis is highly contagious. Once the treatment has begun it is essential that the treatment is completed as the symptoms may re-occur.

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 as suffering from a notifiable disease under the Health Protection (Notification) Regulations 2010, the GP will report this to the Health Protection Agency.

When the setting becomes aware, or is formally informed of the notifiable disease, the Headteacher 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.

Soiled clothing is rinsed and bagged for parents to collect.

Spills of blood, urine, faeces or vomit are cleared using disinfectant solution from 'Body fluid kit'. Any 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.

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.

Parents who have discovered their child has head lice are asked to notify setting Manager about it

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 fill in a nursery 'Child information form' for their children at the setting they are asked if their child suffers from any known allergies.

If a child has an allergy, a risk assessment form is completed.

If a child has an allergy child's GP or a doctor should provide the nursery setting with a health care plan or allergy action plan.

Parents or a nominated by a parent medical staff train nursery staff in how to administer medication in the event of an allergic reaction e.g. EpiPen.

No nuts or seeds or nut or seeds products are used within the setting.

Parents are made aware of the above rule so that no nut or seeds or nut or seeds products are accidentally brought in, for example left in a buggy.

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 child's GP or a doctor and have instructions clearly written on them.

The setting must be provided with clear written instructions on how to administer such medication.

Procedures need to be adhered to for the correct storage and administration of the medication.

The setting 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 and invasive treatments

The above listed term refers to adrenaline injections (Epipens) for anaphylactic shock reactions (caused by allergies to nuts, eggs etc.), invasive treatments such as rectal administration of Diazepam (for epilepsy) as well Insulin Pumps.

The provider must have:

- a letter from the child's GP/doctor 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 or first aid training provider

Copies of all three documents relating to these children must be sent to the Pre-school Learning Alliance Insurance Department for appraisal. Written confirmation that the insurance has been extended will be issued by return.

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

Prior written consent must be obtained from the child's parent or guardian to give treatment and/or medication prescribed by the child's GP/doctor.

The key teacher must 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. Written confirmation that the insurance has been extended will be issued by return.

Further guidance

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

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

6.3 Recording and reporting of accidents and incidents

(Including the procedure for reporting accidents and incidents to the HSE under RIDDOR requirements)

Policy statement

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

Procedures

Our blank 'children accident/incident forms':

are accessible to staff who all know how to complete them.

Our children accident/incident folder:

is kept in a safe and secure place;

is reviewed at least half termly to identify any potential or actual hazards.

Our staff accident book:

is kept in a safe and secure place;

is accessible to staff and volunteers, who all know how to complete it; and

is reviewed at least half termly to identify any potential or actual hazards.

Reporting accidents and incidents

Ofsted is notified as soon as possible, but at least within 14 days, of any instances which involve:

food poisoning affecting two or more children looked after on our premises;

a serious accident or injury to, or serious illness of, a child in our care and the action we take in response; and

the death of a child in our care.

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

Any food poisoning affecting two or more children or adults on our premises is reported to the local Environmental Health Department.

We meet our legal requirements in respect of the safety of our employees and the public by complying with RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). We report to the Health and Safety Executive:

any work-related accident leading to an injury to a child or adult, for which they are taken to hospital;

any work-related injury to a member of staff, which results in them being unable to work for seven consecutive days;

when a member of staff suffers from a reportable work-related disease or illness;

any death, of a child or adult, that occurs in connection with activities relating to our work; 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.

Information for reporting incidents to the Health and Safety Executive is provided in the Pre-school Learning Alliance's Accident Record publication. Any dangerous occurrence is recorded in our incident book (see below).

Our incident book

We have ready access to telephone numbers for emergency services, including the local police. Where we are responsible for the premises we have contact numbers for the gas and electricity emergency services, and a 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 major incidents, including those that are reportable to the Health and Safety Executive as above.

These incidents include:

- a break in, burglary, or theft of personal or the setting's property;
- an intruder gaining unauthorised access to the premises;
- a fire, flood, gas leak or electrical failure;
- an attack on member of staff or parent on the premises or nearby;
- any racist incident involving staff or family on the setting's premises;
- a notifiable disease or illness, or an outbreak of food poisoning affecting two or more children looked after on the premises;
- the death of a child or adult, 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, 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 on the 'child incident/accident form' and filed in the 'Accident/Incident folder'



Legal framework

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

Further guidance

RIDDOR Guidance and Reporting Form: www.hse.gov.uk/riddor

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

6.4 Nappy changing

Policy statement

No child is excluded from participating in our setting 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 provide nappy changing facilities and exercise good hygiene practices 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

Key teachers have an agreed changing times for the children in their care who are in nappies or 'pull-ups'.

Children from two years should normally wear pull ups, or other types of trainer pants, as soon as they are comfortable with this and their parents agree.

Key teachers undertake changing children in their key groups.

Changing areas are warm with safe areas to lay children.

Each child has their own space to hand with their nappies or pull ups and changing wipes.

Gloves and aprons are put on by staff before changing starts and the areas are prepared.

All staff are familiar with the hygiene procedures and carry these out when changing nappies.

In addition, key teachers ensure that nappy changing is relaxed and a time to promote independence in young children.

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.

Children are 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 sanitizers should not be used for cleaning hands of young children; young skin is quite delicate and anti-bacterial products kill off certain good bacteria that children need to develop their own natural resistance to infection.

Key teachers are gentle when changing; they avoid pulling faces and making negative comments about 'nappy contents'.

Key teachers do not make inappropriate comments about 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. Cloth nappies, trainer pants and ordinary pants that have been wet or soiled are rinsed and bagged for the parent to take home.



We have a 'duty of care' towards children's personal needs. If children are left in wet or soiled nappies/pull ups in the setting this may constitute neglect and will be a disciplinary matter.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

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. 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 ask their parents about their dietary needs and preferences, including any allergies. (See the Managing Children who are Sick, Infectious or with Allergies Policy.)

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 provide nutritious snacks, avoiding large quantities of saturated fat, sugar and salt and artificial additives, preservatives and colourings.

We take care not to provide food containing nuts or seeds especially vigilant where we have a child who has a known allergy to nuts or seeds.

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, as well as about food allergies. We take account of this information in the provision of food and drinks.

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 make sure that snacks are prepared by a staff member who holds a valid Level 2 Food Safety Hygiene Certificate.

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.



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 whole pasteurised milk, which is available at snack time.

We inform parents of our policy on healthy eating.

We advise parents not to encourage children to bring snacks into the setting.

Legal framework

Regulation (EC) 853/2004 of the European Parliament and of the Council on the Hygiene of Foodstuffs.

Further guidance

Safer Food, Better Business (Food Standards Agency 2011)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

6.6 Food hygiene

(Including the procedure for reporting food poisoning)

Policy statement

We provide and/or serve food for children on the following basis :

Snacks and lunches

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

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 (Food Standards Agency 2011). The basis for this is risk assessment of the purchase, storage, preparation and serving of food to prevent growth of bacteria and food contamination.

All staff involved in food preparation has completed Level 2 Food Safety and Hygiene Training.

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.

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.

Food handlers must wear an apron and gloves at all the times.

All utensils, crockery etc. are clean and stored appropriately.

Placemats with each child dietary requirements are used at lunch time to ensure children's dietary requirements are met at all times and to avoid possible mistakes when serving food.

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 a 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 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 are notified to Ofsted as soon as 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 2011)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

Managing Behaviour

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 behavior exist within our programme for promoting personal, social and emotional development.

Procedures

We have a named person who has overall responsibility for our programme for supporting personal, social and emotional development, including issues concerning behaviour.

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 our 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.

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 teacher. 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 to 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.

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 child's personal file.

The child's parent(s) is/are informed on the same day.

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 the 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 is 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 a 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 teacher, 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. "Peter 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 Peter, 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 Peter 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 and 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 at 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 Special Educational Needs Code of Practice to support the child and family, making the appropriate referrals to a Behaviour Support Team where necessary.

Bullying

We take bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. It is characterized by intent to hurt, often planned, and accompanied by an awareness of the impact of the bullying behaviour.

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 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 circumstances 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; and

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.

Further guidance

Special Educational Needs Code of Practice (DfES 2001)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



Safety and Suitability of Premises, Environment and Equipment

8.1 Health and safety general standards

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.

We aim to make children, parents, staff and volunteers 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:

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:

Insurance cover

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

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.

Health and safety training is included in the annual training plans of staff.

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.



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.

Record of all the chemicals that are used in the setting is stored on the nursery COSHH list. The COSHH list covers 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.

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, which are used by the children, 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.

All outdoor activities are supervised at all times.



Hygiene

Our daily routines encourage the children to learn about personal hygiene.

We have a daily cleaning routine for the setting, which includes the 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 disposal facilities for 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;
- using colour coded clothes for different cleaning purposes;
- providing sets of clean clothes;
- providing tissues and wipes;

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 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 Headteacher and the management team.

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 2004))

Health and Safety (Display Screen Equipment) Regulations (1992)

Further guidance

Health and Safety Law: What You Need to Know (HSE Revised 2009)

Health and Safety Regulation...A Short Guide (HSE 2003)

Electrical Safety and You: A Brief Guide (HSE 2012)

Working with Substances Hazardous to Health: What You Need to Know About COSHH (HSE Revised 2009)

Getting to Grips with Manual Handling - Frequently Asked Questions: A Short Guide (HSE 2011)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



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 has been checked for criminal records via an enhanced disclosure through the Disclosure Barring Service.

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 assessments 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.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

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 as laid out 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.

There is a risk assessment for each venue carried out, which is reviewed regularly.

Parents are always asked to sign specific consent forms before major outings.

A 'Daily outing risk assessment check' is carried out before an outing takes place.

All venues are made available for parents to see.

Our adult to child ratio is high, normally under 3's 1:3 and over 3's 1:4, depending on their age, sensibility and the type of venue, as well as how it is to be reached.

A minimum of two staff accompany children on outings and a minimum of two remain behind with the rest of the children.

Named children are assigned to individual staff to ensure that each child is well supervised, that no child goes astray and that there is no unauthorised access to children.

'Daily outing risk assessment' forms are stored in an outings record folder kept in the Headteacher's Office.

Before each outing a designated staff member completes a 'Daily outing risk assessment check' and the form is placed in an outing bag.

Staff take a nursery mobile phone on outings as well as supplies of tissues, wipes, spare clothing and nappies, a mini first aid kit, water, cups/beakers, icepack and suncream. If needed staff also take medicines required for individual children, a health care plan/an allergy action plan and filled in medication form (e.g. for EpiPen or any prescribed medication).

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 outing form with nursery contact number and parent's contacts and nursery phone, as well as spare accident/incident form and a copy of a company 'Missing Child Policy'.

When alternative modes of transport are used e.g. coach a designated staff member attending the outing e.g. Headteacher keeps the records of the vehicles used to transport children, with named drivers and appropriate insurance cover. The copy of the documents are also left with the person in charge of the nursery who does not take part in the outing e.g. Headteacher.



This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

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.

This policy is created around five questions:

Identification of a risk: Where is it and what is it?

Who is at risk: childcare staff, children, parents, cooks, cleaners etc.?

Assessment as to whether the level of a risk is high, medium, low. This takes into account both 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 we are managing risks if asked by parents and/or carers and inspectors;
- checking for and noting hazards and risks indoors and outside, in relation to our premises and 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.

Premises daily risk assessment check is to be carried out every morning before children come in to the nursery and every evening after children have left the nursery.

Kitchen opening and closing checks are carried out every morning before children come in to the nursery and every evening after children have left the nursery.

Fridges in which children's foods are stored need to be checked 2 times a day and it's the temperature needs to be recorded.



Daily outing risk assessment checks are carried out whenever outing is organized.

Legal framework

Management of Health and Safety at Work Regulations (1999)

Further guidance

Five Steps to Risk Assessment (HSE 2011)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



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, carried out by a 'competent person'.

The Headteacher has received training in fire safety sufficient to be competent to carry out the risk assessment; this will be written where there are more than five staff and will follow the Government guidance Fire Safety Risk Assessment - Educational Premises (HMG 2006).

Where we rent premises, we will ensure that we have a copy of the fire safety risk assessment that applies to the building and that we 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 BS EN 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 four times a year (As a minimum the law requires this is done once a year in England).

Records are kept of fire drills and of 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:

If children are familiar with the sound of the fire alarm.

If children, staff and parents know where the fire exits are.

How children are led from the building to the assembly point.

How children 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 file must contain:



The 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)

Professional Association for Childcare and Early Years (www.pacey.org.uk)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

8.6 Animals in the setting

Policy statement

Children learn about the natural world, its animals and other living creatures, as part of the Learning and Development Requirements of The Early Years Foundation Stage. This may include contact with animals, or other living creatures, either in the setting or on 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 wears 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 their 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)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



8.7 No-smoking

Policy statement

We comply with health and safety regulations and the Safeguarding and Welfare Requirements of the Early Years Foundation Stage in making our setting a no-smoking environment - both indoors and outdoors.

Procedures

All staff, parents and volunteers are made aware of our No-smoking Policy.

We display no-smoking/no-vaping signs.

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 (2012)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

Equal Opportunities

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 of 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, 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 base our Admissions Policy on a fair system.
- We ensure that all parents are made aware of our Valuing Diversity and Promoting Equality Policy.

- 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 reasons relating to disability.
- We make sure that we are provided with sufficient information in regards to child's disability so we can decide if we are able to cater effectively for their disabilities.
- If we decide we are unable to do so we will work closely with local authorities to provide both parent and a child with disability with other alternatives within our borough.
- 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. making assumptions about someone's sexual orientation because of their mannerisms 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 immediately and discreetly by asking the adult to stop using the unacceptable behaviour and inviting them to read and to act in accordance with the relevant policy statement and procedure. Failure to comply may lead to the adult being excluded from the premises.

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 three satisfactory references and checks by the Disclosure Barring Service. 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 are performing invasive care procedures when these are required and ensure that staff is confident and fully trained in administering relevant medicines.
- We review our practices to ensure that we are fully implementing our policy for Valuing Diversity and Promoting Equality.

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 activities planned are age appropriate e.g. no templates or colouring pages are used for children under 3 years of age
- 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

- So that our policies and procedures remain effective, we monitor and review them annually to ensure our strategies meets the overall aims to promote equality, inclusion and to value 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)



This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

9.2 Supporting children with special educational needs

Policy statement

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

We have regard for the 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.

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 two members of staff to be the Special Educational Needs Co-ordinator (SENCO) and give his/her name to parents. Our SENCOs are: Soraia Almeida and Denise Almeida.

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 the 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 in connection with 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 SEN individual planning forms 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 working with other agencies through each stage of the Common Assessment Framework (CAF) or Education Health and Care Plan.

We use a system for keeping records of the assessment, planning, provision and review for children with special educational needs.

We provide resources to implement our Supporting Children with 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.

We ensure the effectiveness of our special educational needs provision by collecting information from a range of sources e.g. SEN individual planning 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

Early Years Foundation Stage and the Disability Discrimination Act (DCSF 2010)

Issues in Earlier Intervention: Identifying and Supporting Children with Additional Needs (DCSF 2010)

Children with special educational needs, www.gov.uk

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 2009)

Special Educational Needs Code of Practice (DfES 2001)

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



Information and records

10.1 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 and provided in written and spoken form.

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 how our practices treat 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 how our practices enable children and/or parents with disabilities to take part in the life of the setting.

We make our Valuing Diversity and Promoting Equality Policy widely known.

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. For each child we have a requirement of minimum 3 sessions a week which are to take place on three different days of the week; this minimum requirement is essential in fully supporting children learning journeys as well as effectively assess and monitor progress they make.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

10.2 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 that 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.

The Children Act (1989) defines parental responsibility as 'all the rights, duties, powers, 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 publication Safeguarding Children.)

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 on-going 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 we 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.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

10.3 Children's records

Policy statement

We have record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the framework of the General Data Protection Regulation (2018) and the Human Rights Act (1998).

This policy and procedure is taken in conjunction with the Confidentiality and Client Access to Records Policy and the 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, summary developmental reports as well as photos and samples of their work that can be used as a part of displays in the nursery.

Personal records

- These include registration and admission forms (including parents telephone numbers, collection passwords, emergency contact details, as well as parents' emails; those will be used for contacting in case of emergency as well as for sending nursery newsletters, statements of charges, information about nursery events and nursery updates.
- Signed consent forms, child's GP details, correspondence concerning the child or family, child's health and medical details including any allergies, child's daily routine, information regarding funding, reports or minutes from meetings concerning the child from other agencies, an on-going 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 but also information that may include racial or ethnic origin, religious or other beliefs.

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 teacher.

Accident reports must be kept until the child is 21 years and 3 months (this is serious accidents reportable to OFSTED, e.g. head injuries, scalds and broken limbs, not your everyday trip and falls, lumps and bumps). Every accident record will be kept with the child's other records for the general 7 years' timeframe.



Safeguarding Records & Cause for Concern forms must be kept until the child/young person is 25 years old.

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 teacher.

Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.

Assessors of students, apprentices and other staff members who are undertaking recognised qualifications and training, when in the setting are advised of our Confidentiality and Client Access to Records Policy and are required to respect it.

Legal framework

General Data Protection Regulation (2018)

Human Rights Act (1998)

Further guidance

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

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



10.4 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.

Names, addresses and telephone numbers of anyone else who is regularly in unsupervised contact with the children.

We consider our records as confidential based on the sensitivity of information, such as with employment records. These confidential records are maintained with regard to the framework of the General Data Protection Regulation (2018) and the Human Rights Act (1998).

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 management team 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 or the quality of childcare we provide;

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 Statutory Framework for the Early Years Foundation Stage (DfE 2017).

Legal framework

General Data Protection Regulation 2018

Human Rights Act 1998

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

10.5 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 or school in this process. We prepare records about a child's development and learning in the Early Years Foundation Stage in our setting; 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 Development Matters in the Early Years Foundation Stage guidance and our assessment of children's development and learning, the key teacher will prepare a summary of achievements in the seven areas of learning and development.

The record refers to:

- any additional language spoken by the child and his or her progress in both languages;
- any additional needs that have been identified or addressed by the setting;
- any special needs or disability, whether a CAF was raised in respect of special needs or disability, whether there is a Statement of Special Educational Needs, and the name of the lead professional.

The record contains a summary by the key teacher 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.

When a child transfers to a school, most local authorities provide an assessment summary format or a transition record, which we will follow as applicable.

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 any safeguarding or child protection 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 as 'confidential'.

Legal framework

General Data Protection Regulation (2018)

Freedom of Information Act (2000)

Human Rights Act (1998)

Children Act (1989)

Further guidance

What to do if You're Worried a Child is Being Abused (HMG 2006)

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

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

10.6 Confidentiality and client access to records

Policy statement

'Confidential information is 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; the means we use to store and share that information takes place within the framework of the General Data Protection Regulation (2018) and the Human Rights Act (1998).

Confidentiality procedures

We always check whether parents regard the information they share with us to be confidential or not.

Some parents may 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 Children's Records Policy) - 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 Children's Records Policy).

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 Manager.

The setting commits to providing access within 14 days, although this may be extended.

The Setting Manager prepares 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 children's social care, 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 chair, director or owner 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 Safeguarding Children and Child Protection

Legal framework

General Data Protection Regulation (2018)

Human Rights Act (1998)

Further guidance

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

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

10.7 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 judgment 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 the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we are obliged to share information.

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

it is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or adult; or

not sharing it could be worse than the outcome of having shared it.

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

Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.

Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm.

To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

Procedures

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

Our policy and procedures on Information Sharing provide guidance to appropriate sharing of information with external agencies.

In our setting we ensure parents:

receive information about our Information Sharing Policy when starting their child in the setting and that they sign our ‘Childcare Agreement Form’ to say that they understand the circumstances in which information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult;

have information about our Safeguarding Children and Child Protection Policy; and

have information about the other 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.

Managers contact children's social care for advice where they have doubts or are unsure.

Guidelines for consent are part of this procedure.

In our setting we:

record concerns and discuss these with the setting's designated person and/or designated officer from the management committee for 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.

Our Safeguarding Children and Child Protection Policy and Children's Records Policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.

Where information is shared, the reasons for doing so are recorded in the child's file; where it is decided that information is not to be shared that is recorded too.

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 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 we have consent to share?
- Is there a statutory duty or court order requiring us to share the information?
- If consent is refused, or there are good reasons not to seek consent, is there sufficient public interest for us to share information?
- If the decision is to share, are we sharing the right information in the right way?
- Have we properly recorded our 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

General Data Protection Regulation (2018)

Human Rights Act (1998)

Further guidance

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

This policy will be reviewed annually

This policy was adopted Soraia Almeida on March 2023

Next review on March 2024



10.8 Working in partnership with other agencies

Policy statement

We work in partnership with local and national agencies to promote the wellbeing of all children.

Procedures

We work in partnership, or in tandem with, local and national agencies to promote the wellbeing of children.

Procedures are in place for the sharing of information about children and families with other agencies. These are set out in the Information Sharing Policy, Safeguarding Children and Child Protection Policy and the Supporting Children with Special Educational Needs Policy.

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 to develop our understanding of the 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.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

10.9 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 the parties involved.

Procedures

All settings are required to keep a written record of any complaints that reach stages two 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 publication Complaint Investigation Record (2012) 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 management team.

For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; 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 Complaint Investigation 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 chair, director or owner. The parent may have a friend or partner present if they prefer, and the leader should have the support of the management team.

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 Complaint Investigation 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 company are appropriate persons to be invited to act as mediators.

The mediator keeps all discussions confidential. She/he can hold separate meetings with the setting personnel (setting leader and chair, director or owner) 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 she/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the chair, director or owner 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 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 complaint 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 4666

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 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 in relation to our setting, or the children 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.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



Other policies

11.1 Artwork and display policy

Policy statement

The nursery aims to provide an attractive, stimulating and appropriate environment for learning. We wish to engage and promote our nursery to parents and visitors visually and clearly throughout the environment. Each group enables children to participate in sharing their interests, learning and achievements through displays and photographs.

In our setting we know that young children learn through the process of 'doing' the activity, and this is reflected in our display boards. Displays are based on children's interests, observations, or based upon themes such as autumn or holidays.

Our team is committed to making the best use of the space that is available in all areas throughout the building.

In our setting we display children's work to:

- Raise children's self-confidence;
- Encourage and stimulate;
- Inform and involve;
- Raise awareness of the environment;
- Develop home-nursery links;
- Share and celebrate success;
- Celebrate different cultures, religions and ethnicity;
- Celebrate children's own work;
- Develop respect and appreciation;
- Provide an attractive environment;
- Reinforce messages.

To achieve this, we display the following in our setting:

- Children's paintings, drawing and mark making;
- Children's models;
- Photographs;
- Routines;
- Policies and procedures, registration and insurance documents;
- Customer promises;



- Pictures and posters;
- Information on curriculum and planning;
- General information for parents;
- Interest tables.

Procedures

Nursery staff will:

- Display only positive images of people, and appropriate use of language;
- Make sure that there is a children's art gallery area in each room;
- Provide examples of environmental print for directions, labels and instructions;
- Change displays to stimulate interest and keep attractive.

The nursery team has a shared bank of creative skills, and we communicate this to our colleagues, parents, and visitors by adhering to the guidelines below:

- We plan displays carefully, choose combinations of colour matches/ themes and make sure that our displays have a teaching or informative purpose;
- Displays to have a clear purpose; each display has to be labelled with a date, title, brief description and links with EYFS;
- Always use borders, they focus attention and give it a professional look;
- Have a clear title or explanatory sentence;
- Labels are correctly spelt, using all lower case lettering unless at the beginning of sentences or names;
- *Comic Sans MS* font is the only one to be used for displays at Notting Hill Nursery School;
- Only identify children by their first name;
- Use a variety of media, textures, colours, shapes and sizes;
- Use the whole environment, doors, walls, hanging, outdoors excluding windows;
- Maintain display boards by changing at least once a term;
- Make sure all the display boards are free of hazards.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.2 Biting

Policy statement

Biting can be an uncomfortable subject for parents of both the biter and the child who is bitten.

Biting is very common in toddlers and is virtually unavoidable when they are cared for in groups. It's important to know that biting is normal behaviour and is not generally a sign that something is wrong with the child, wrong at home or wrong with the childcare service.

Not all children go through a stage of biting, and some never bite anyone, but in any group of children aged 1.5 - 3 years old there will be at least a few children who do bite. All the young children are great at imitating one another, so if there's one child who bites, it is likely that others may start to do so as well.

All the parents are asked to discuss any concerns they may have regarding this issue with the Nursery Manager. If you are a parent whose child is known to bite, we would prefer to know in advance.

Why children bite

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

Procedures

- The nursery team will work with all parents and children to establish when and why they are biting. This will consist of observing children in order to identify certain conditions or situations that may trigger the behaviour. The team will then work with the child to try and avoid the incidents occurring. Possible solutions could be:
 - Altering the child's routine;
 - Providing more one to one attention;
 - Shadowing the child; and
 - Purchasing additional resources to tackle the issue.
- A member of staff will ensure that, when a child is bitten, they are comforted and given adequate attention.
- Any required first aid must be applied correctly and must be timely
- All biting incidents that result in required first aid will be recorded on the child accident/incident form and parents asked to sign it. The biting child will have an incident form completed and the bitten child will have an accident form filled in.
- If a child bites, then a member of staff will remove him/her from the situation. We will explain to them, according to their age and understanding that biting is unacceptable behaviour. For younger child this may be by tone of voice and facial expressions rather than lots of words.

- A member of staff can withdraw the child from an activity/ stressful situation and use 1.2.1. time until they are calm enough to return. A child will also be encouraged to show affection to the child they have bitten e.g. give a hug and work with them to develop strategies to help them deal with the reasons.
- With regard to our Confidentiality Policy we will not disclose the name of the biting child to the parents of the bitten child.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.3 Children drinking water policy

Policy statement

Our setting will always make fresh drinking water available to the children throughout the day. We know and support young children's need to drink 6-8 cups of water a day (100-120ml); we see a great benefit in keeping healthy and supporting balanced diet with refreshing drinks. In our setting all children will be encouraged by nursery staff to drink water throughout the day and made aware of its' healthy benefits.

Procedure

- Children aged 2-5 years will have drinking water provided in a clear plastic jug placed on a table at their level or labelled water bottles. Younger children will drink water from a labelled water bottle.
- There will be a minimum of 5 cups, which will be washed after use and topped up when needed.
- The children will be encouraged to pour their own drinks and the water will be discarded and fresh water provided for the afternoon.
- Between meals only water will be served.
- With meals we will serve children water.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on August 2023

Next review on March 2024

11.4 Cleaning floor policy

Policy statement

Our setting knows that one of the most important steps in reducing the spread of common infectious diseases or conditions among children and childcare providers is cleaning and sanitising or disinfecting objects and any surface a child encounters, including floors, that could be contaminated and spread disease to children and staff.

Procedures

- Children spend much of their time on the floor, which means regular cleaning of floors and carpets/rugs is vital. This is especially true of carpet/rug, which can quickly become a reservoir for dust mites and mold.
- All nursery surfaces are wiped daily, floors cleaned appropriately (swept, washed, and vacuumed) and bathrooms are disinfected daily also at other times if needed. A cleaner is employed daily.
- All the members of staff are responsible for keeping nursery floor clean and clear of hazards and spillages and clean it right after a hazard occurs (that includes hazards provoked by sand or water used in messy play).

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on march 2024

11.3 Company search procedure

Policy statement

Notting Hill Nursery School retains the right to undertake staff searches to maintain security if the company has reasons to believe that its alcohol and drug abuse policy is being or has been infringed or that an employee has committed a criminal offence. That does not necessarily mean that an employee is under suspicion.

Procedures

Where an employee is required to be searched, the following procedure will be used:

- All the searches may only be carried out by a senior member of staff, for example a Nursery Manager/ Nursery Director.
- The search will be conducted in a private room where employee will be asked to empty their pockets and show the contents of any bags they may have. There will be no physical contact from those carrying out the search.
- The employee may be accompanied by a witness (colleague/co-worker).
- The employee might request that the person conducting the search is of the same sex as him/herself.
- The employee may as well request that the witness is of the same sex as him/herself.
- A refusal to comply with the Notting Hill Nursery School search procedure may be subject to the disciplinary procedure.
- Where an employee is found to be in possession of prohibited substances or there is evidence to suggest that he/she has committed a criminal offence, he/she will be suspended on full pay in line with the disciplinary procedure pending further investigation.
- Notting Hill Nursery School reserves the right to inform the police of any suspicion it may have with regard to the use of controlled drugs by any of its employees on Company premises or with regard to any other criminal offence.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.6 Developing language through books

Policy statement

All children's ability to use language, as well as attune to and understand the meaning of spoken and written words, is related to later achievement in reading, writing, and spelling.

Notting Hill Nursery School highlights the importance of reading to children between the ages of two and five by incorporating reading into nursery curriculum and encouraging children to read books.

Procedures

All the staff will follow the 10 pillars of importance of reading to young children when planning their activities, following nursery daily routines, and interacting with children.

1. Developing a stronger relationship with an adult

As a child grows older, he/she will be on the move—playing, running, and constantly exploring the environment. Snuggling up with a book lets them slow down and recapture that sweet, cuddly time with an adult. If done in an entertaining way, instead of being seen as a chore or a task, reading will become a nurturing activity that will bring a child closer to the adult.

2. Academic excellence

One of the primary benefits of reading to toddlers and preschoolers is a higher aptitude for learning in general. Numerous studies have shown that students who are exposed to reading before preschool are more likely to do well in all facets of formal education.

3. Basic speech skills

Throughout toddlerhood and preschool, children are learning critical language and enunciation skills. By listening to books children are reinforcing the basic sounds that form language. "Pretend reading" known as emergent reading—when a toddler flips page through a book with squeals and jabbers—is a very important pre-literacy activity.

4. The basics of how to read a book

Children aren't born with an innate knowledge that text is read from left to right, or that the words on a page are separate from the images. Essential pre-reading will help them benefit from early reading.

5. Better communication skills

When adults spend time reading to toddlers, they will be much more likely to express themselves and relate to others in a healthy way. By witnessing the interactions between the characters in the books, as well as the contact with an adult during story time, children are gaining valuable communication skills.

6. Mastery of language

Early reading for toddlers has been linked to a better grasp of the fundamentals of language as they approach school age.

7. More logical thinking skills

Another illustration of the importance of reading to children is their ability to grasp abstract concepts, apply logic in various scenarios, recognize cause and effect, and utilize good judgment. As a toddler or preschooler begins to relate the scenarios in books to what is happening in his own world, they'll become more excited about the stories and books.

8. Acclimation to new experiences

As a child approaches a major developmental milestone or a potentially stressful experience, sharing a relevant story is a great way to help ease the transition. For instance, if a child is nervous about starting preschool, reading a story dealing with this topic shows them that his anxiety is normal.

9. Enhanced concentration and discipline

Toddlers may initially squirm and become distracted during story time, but eventually they will learn to stay put for the duration of the book. Along with reading comprehension comes a stronger self-discipline, longer attention span, and better memory retention, all of which will serve children well when they enter school.

10. The knowledge that reading is fun

Early reading for toddlers helps them view books as an indulgence, not a chore. Kids who are exposed to reading are much more likely to choose books over video games, television, and other forms of entertainment as they grow older.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.7 Diet and nutrition policy

Policy statement

All snacks provided by the nursery will be nutritious and due attention will be paid to the children's particular dietary requirements.

Throughout the year, the nursery will provide foods from different cultures, providing children with familiar foods and introducing them to new ones.

Cultural differences in eating habits are fully respected.

The food provided will be healthy and wholesome, promoting and extending the children's understanding of a healthy diet.

Procedures

- Staff will use meal and snack times to help children to develop independence through making choices, self-serving food and drink, and clearing tables after meals.
- Staff will support children to make healthy choices and understand the need for healthy eating; nursery will promote positive attitudes to healthy eating through play opportunities and discussions.
- Individual dietary requirements will be respected using information gathered from parents regarding their children's dietary needs including any allergies. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child.
- Children will be given time to eat at their own pace and not be rushed.
- Staff will set a good example by eating with the children and show good table manners.
- Meal and snack times will be organised so that they are social occasions in which children and staff participate in small groups.
- During meals and snack times children will be encouraged to use their manners and say 'please' and 'thank you' and conversation will be encouraged.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.8 Door Security CCTV use

Policy statement

It is our aim to maintain the highest possible security of our premises to ensure that each of our children is always cared for safely. All staff has an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all the children at the nursery.

A security system is in place to prevent unauthorised visitors from entering the premises. This includes a door alarm system, which sounds in the event of unauthorised access at each door, biometric access control system and an external CCTV system outside of the front door which allows a visual from the nursery main entrance.

Procedures

All the staff must ensure that:

- All visitors to the nursery should wait to be admitted;
- Parents, visitors, nursery bank staff and agency staff entering the nursery should not answer the door or let anyone in or hold the door open for anyone entering (even if they know the person);
- Staff, parents and visitors should ensure that the door is pulled securely and closed at all times;
- All visitors will be asked to sign a visitor's book; and
- Passwords, names and identification documents with a photograph will be asked for if staff do not recognise a parent or adult picking up a child. The nursery manager should be informed if there are changes to any child collection arrangements.

Purpose of CCTV

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

- assist with overall security
- facilitate the identification of any incident / accident within the nursery premises
- act as an effective tool against criminal activity, such as vandalism

Cameras are located internally and externally:

- inside and outside the main entrance
- within each classroom. NOT covering nappy change areas and bathrooms
- outside area and fire exit.



Access to images

Viewing of recorded images of CCTV will be restricted to the nursery management within the private office. Parents will not have access to view CCTV recordings.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on August 2023

Next review on March 2024



11.9 Illness & Exclusion Policy

Policy statement

Our priority is the child's wellbeing. To protect them it may be necessary to exclude a child suffering from certain childhood illnesses. This policy sets out the exclusion periods from nursery for children who are ill, including if they are infectious.

Procedures

- If a child becomes unwell during the day its parent will be informed as soon as possible.
- Children suffering from recognised childhood diseases should not return before the recommended isolation period has been observed (see 'childhood illnesses table').
- The nursery will notify parents if a child has vomited or had two or more episodes of diarrhoea.
- Children suffering from diarrhoea or vomiting are required to remain at home for 48 hours after the last episode of either condition
- In these circumstances, when a child that has returned to the nursery but is still displaying symptoms of diarrhoea and vomiting, parents will be contacted to take their child home again and the above will apply.
- A child with a high temperature should remain at home for 24 hours after the last even of a temperature between 37.5C and 40.C A child should only return to the nursery when the temperature has remained normal without the assistance of temperature reducing medication.
- Parents will be notified immediately if a child develops a high temperature whilst at the nursery.
- Any child displaying the symptoms of 'sticky eye' will need to remain at home until seen by a doctor and appropriate eye drops have been prescribed.
- Parents will be notified if their child develops a rash whilst attending the nursery.
- Children known to have a rash, or to be suffering from a non-specific virus will not be allowed to attend the nursery without first having received medical advice.
- Parents whose children have been prescribed antibiotics are advised to keep the child at home for 24 hours to ensure there are no adverse effects.
- Children who have prescribed antibiotics for specific conditions may attend nursery only on the advice of their GP.
- In the event of accident or emergency when a child needs to be taken to the hospital a child will be accompanied by Notting Hill Nursery School authorised personnel or the nursery setting manager (or authorised deputy); the health professionals will be responsible for making any decisions on medical treatment in the absence of the parent/ named person.
- Parents will be informed if specific childhood illnesses are prevalent at the nursery.



- Parents are requested to inform the setting if children are recovering from an illness or accident whilst attending the nursery. Parents are also requested to fill in 'Accident/incident at home form' and inform the nursery on arrival of any injuries and / or distinguishable marks such as scratches or bruises received outside of the setting.
- The nursery manager will follow the procedures for exclusion and reporting on 'notifiable diseases' i.e. RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).
- Staff must remain at home for 48 hours following a episode of Diarrhoea and Vomiting.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

Parent's guide to childhood illnesses in the nursery:

Illness	Guidance to parents
Chicken Pox/Shingles	5 days from onset of rash as long as spots are crusted over
Cold Sores (Herpes simplex)	None
Conjunctivitis	None (if there is an outbreak we will consider exclusion)
Diarrhoea and/or Vomiting including Rotavirus/Norovirus/Gastroenteritis	48 hours from the last episode, if as a result of illness or infection. Also, after 3 or more loose stools in nursery session children are required to be sent home and may return 48 hours after the last episode
Flu	Until recovered fully enough to participate in nursery activities
German Measles (Rubella)*	5 days from onset of rash
Glandular Fever	None, however, must be well enough to participate in nursery activities
Hand, Foot and Mouth Disease	Keep your child off school or nursery while they are feeling unwell. But as soon as they're feeling better, they can go back to school or nursery. There's no need to wait until all the blisters have healed. Keeping your child off for longer is unlikely to stop the illness spreading *
Head lice	None
Impetigo	Until lesions are crusted or healed
Measles*	5 days from onset of rash
Meningitis*	Until recovered (We will follow the instructions of the local Health Protection Unit)
Mumps*	5 days from onset of swollen glands
Ringworm	Until treatment has commenced
Scabies	Until treatment has commenced
Scarlet Fever*	5 days after commencing antibiotics
Slapped cheek	None, however, must be well enough to participate in nursery activities
Threadworm	None

Whooping cough* (pertussis)	Five days from starting antibiotic treatment, or 21 days from onset of illness if no antibiotics treatment preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks. Your local PHE centre will organise any contact tracing necessary.
-----------------------------	---

***Parents should always seek advice from their GP or Accident and Emergency department regarding the specific symptoms of their child.**

NHS Direct 111 www.nhsdirect.nhs.uk

*** As recommended by NHS- <https://www.nhs.uk/conditions/hand-foot-mouth-disease>**

11.10 EYFS Curriculum policy

Policy statement

There are seven areas of learning and development that shape educational programmes in the Early Years. All areas of learning and development are important and inter-connected.

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

- Communication and Language
- Physical Development
- Personal, Social and Emotional Development

All the children must be also supported in **four specific areas**, through which the three prime areas are strengthened and applied. The specific areas are:

- Literacy
- Mathematics
- Understanding of the World
- Expressive Arts and Design

At Notting Hill Nursery School, we aim to provide a broad and balanced curriculum enabling each child to develop spiritually, personally, socially, emotionally, physically, creatively, and intellectually to their full potential. Each child is valued as an individual and teaching and learning is based on the understanding that children develop at different rates.

Procedures

When designing the curriculum and planning each individual child's routine, the manager and each Key Teacher will ensure each area of learning is cross referenced to each characteristic of effective learning. These characteristics are as follows:

A Unique Child

In our setting we recognise that each child is an individual and competent learner. We encourage children to become capable, resilient, confident, and self-assured by ensuring each individual is valued for their unique character, abilities, interests, and cultural heritage. We believe that every area of children's development is equally important and provide an environment where children's needs and interests are central. We consider children's range of life experiences when planning for their learning. By working closely with parents, we aim to provide a safe environment where children feel secure and are able to trust that an adult is available to meet their needs and support their development, whether at home or nursery.



We know that a child's health impacts enormously on their emotional, mental, social, environmental, and spiritual well-being. We encourage children to develop healthy practices and support their independence.

Positive Relationships

In line with the EYFS, each child attending Notting Hill Nursery School is assigned a Key Teacher who respectfully acknowledges and supports their learning, needs and feelings, and those of their family (the key teacher ratios are in line with those ratios set out in policy 5.1 – child ratios). Each Key Teacher recognizes the importance of a key teacher system as well as group time and the positive impact they have on the children.

It is usually the case that the Key Teacher for each child is their class teacher. Other staff members have key person responsibilities, with oversight from the class teacher. This system helps us provide an environment in which children learn to be strong and independent through the formation of secure, warm, and trusting relationships with each unique child and their family.

Enabling Environments

At Notting Hill Nursery School, we believe that a stimulating and safe indoor and outdoor environment, which encourages children's independence, are central to their learning and development.

We observe children to tune into their interests, needs and abilities and use these to underpin our planning.

A rich and varied environment is carefully planned to ensure all children learn and develop well, are engaged and making progress at their own pace. Children develop the confidence to explore in the safe, yet challenging environment that Notting Hill Nursery School offers.

We believe that working as a team with external agencies and professionals is essential and benefits the children significantly. There is a strong partnership between staff and parents and careers. We are committed to supporting children to progress towards the outcomes of the national children's agenda, 'Every Child Matters': e.g., being healthy, staying safe, enjoying, and achieving, making a positive contribution, and becoming prepared for future work and economic wellbeing.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.11 Fire Drill

Policy statement

All the staff at Notting Hill Nursery School take positive steps to promote safety, to ensure proper precautions are taken, and that children are always kept safe.

For that reason, we will carry out fire drills at least four times a year at different times of the day to allow morning and afternoon children to get familiar with fire drill procedure and to make sure that staff and children know all the evacuations steps.

Procedures

- Nursery Manager or Designated Fire Warden will activate the fire alarm;
- The nursery staff will help evacuate children from the building and ensure that everybody is safely transported to the assembly point;
- The children`s register and staff sign in/out form will be checked to ensure everybody was safely evacuated from the building;
- After each fire drill a note must be made regarding duration of evacuations and if necessary, procedures/ actions to be taken to improve it and signed by the person who activated the alarm;
- All actions during the fire drill must conform to the above procedure.
- There should be at least 2 members of staff holding a relevant Fire Warden Certificate. Those members of staff should be sent on professional training regarding fire drill/fire evacuation policy.
- A list of fire warden`s/manager`s/staff duties is to be in place at all times ensuring that the risks associated with fire in the premises are mitigated.

Fire drill should be practiced regularly, at least four times a year (As a minimum the law requires this is done once a year in England).

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.12 Food handling

Policy statement

The setting has set high standards of personal hygiene for all members of staff involved in the handling and preparation of food. Members of staff will be responsible for ensuring that any children involved with preparation of snack follow strict hygiene procedures. In addition, any person showing signs of illness will not be permitted to handle food.

Procedures

Identification and Handling of High-Risk Foods

- Where high risk foods have been identified, the member of staff responsible for their handling and preparation will identify the potential hazards associated with them and document how they are to be handled safely. All high-risk foods that is provided by external food catering company (V&ME) must be checked that it was fully cooked as well as the temperature logs. Miss Denise will take the temperature before serving and will record in our temperature logs.
- All fresh hot foods that are delivered from V&ME food catering company (5 stars food and hygiene rating).
- Hot foods Hot food when held must be kept at 63°C or above. You can keep it below 63°C for up to two hours. If it has not been used within two hours, you should either: Cool the food as quickly as possible to a temperature of 8°C or below; throw it away.
- Daily fresh cooked hot food from V&ME is delivered daily 5-10 minutes before the mealtime and served warm as soon as it has been delivered.
- Any packed lunch food brought from home will be placed in the fridge labelled until 11:40 daily. Food will be heated in the microwave for 2 minutes to ensure it is steaming hot and ready to eat in line with food standards.
- It is very important to reheat It is very important to reheat food properly to kill harmful bacteria that may have grown since the food was cooked.
- Reheating means cooking again, not just warming up. Always reheat food until it is steaming hot all the way through. You can only reheat your food once.
- If packed lunch is brought in thermos flask it will not be reheated until the food is 8 degrees or below as food must be fully cooled down before going in the fridge or being reheated.
- Cooked eggs will not be reheated to avoid possibility of food poisoning.

Temperature Control

It is necessary to ensure that all foods are stored according to safe food handling practices and at the correct temperature to prevent the growth and multiplication of food poisoning organisms, to reduce the rate of food spoilage and to ensure that food quality is maintained. It is an obligation to check and record fridge temperatures daily to ensure that the correct temperature is maintained. Fridge /freezer temperatures should be checked 2 times a day.

Food Safety Policy – Hygiene Standards

All members of staff have a responsibility to ensure that they follow the personal hygiene procedure in the setting and that they themselves maintain a high level of personal hygiene. All members of staff have a responsibility to ensure that the children in the setting maintain a high level of personal hygiene whilst in the setting and especially if they are to be involved in food handling.

Food handlers, including children, should wash their hands regularly, at a minimum under the following circumstances:

- After visiting the toilet;
- When entering the kitchen area;
- Between handling raw and cooked food;
- After eating, coughing, sneezing, blowing nose etc.;
- After handling waste food or refuse;
- After handling cleaning materials;
- After outside activities, e.g. sports, trips or collections;

In addition, all members of staff must wash their hands thoroughly when returning to the setting after a break.

When preparing or serving food, members of staff should not chew gum or sweets and must never taste the food being prepared by sticking fingers in or eating off cooking utensils. This is particularly relevant when children are involved in cooking activities.

Any cuts, spots and sores on the hands and arms must be covered completely with a waterproof dressing. Staff should check children's hands before they participate in activities involving food.

In addition to these precautions, it is the responsibility of each member of staff to ensure that the following clothing precautions are taken when they or the children are handling food:

- Clean protective clothing, i.e. disposable aprons and gloves should be worn
- No unauthorised foods (e.g. staff lunches or dinks) should be left out in the food preparation area; those are to be kept in staff fridge or staff cabinet only
- All protective clothing should be removed when leaving the premises.

Staff should under no circumstances continue to prepare food if they are feeling unwell. Only staff holding a valid Level 2 Food Safety and Hygiene Certificate is supposed to prepare children's food.

When a parent notifies the setting that their child is suffering from any symptoms of poisoning, the staff member receiving the information should notify the Nursery Manager immediately. The Nursery Manager should enter the details into the incident file and notify all staff and parents, especially if there is more than one child showing symptoms.



All members of staff should refer to the controlling infections policy for information on exclusion guidelines for children. Under no circumstances should a child be involved in food handling activities if they are feeling unwell.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.13 Staff Code of conduct and Dress Code

Policy Statement

While on duty all staff is representatives of the Notting Hill Nursery School. The degree of professionalism with which staff perform their job and conduct themselves both inside and outside of the setting will reflect directly on Notting Hill Nursery School.

Notting Hill Nursery School wants parents to feel reassured that their child is in a happy environment, and as customers they are provided with the best, professional service possible.

Procedures

Staff personal conduct will reflect on all other staff and the reputation of the nursery. Staff must always ensure that they do not jeopardize the reputation of the staff with whom they work.

Any form of physical punishment on any child is strictly forbidden and any staff doing so will be liable for immediate suspension followed by summary dismissal.

Staff language and speech must be always correct and appropriate. Staff should never use abusive language or slang in front of any child or parent. Staff should remember that they are role models for young children learning to speak English language within a teaching establishment.

Staff must always behave with courtesy and professionalism.

At all times staff should be seen as professional, competent, and effective.

The standard of dress of all staff must be smart, professional, and always appropriate to the role within the nursery.

Big, chunky pieces of jewelry are not permitted for safety reasons. Staff may wear a watch, stud earrings or small rings only. Staff is not permitted to wear heels any facial piercings or display any tattoos.

Staff is not permitted wear ripped jeans, hoodies, long nails, flip flops, or open back sleepers.

Staff should look presentable and keep their clothes always clean.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.14 Gifted and Talented Learners

Policy statement

EYFS states that, 'babies and children develop in individual ways and at varying rates'. In our setting we recognise that certain provision needs to be made for those who show signs of being particularly gifted or talented. As we are committed to supporting each child and ensuring the wellbeing of each child. We implement this policy to ensure we encourage the individuals in our care to fulfill their potential.

Gifted and talented learners will be identified in a range of ways. This will sometimes be through formal observations and assessment and sometimes through more informal observation.

Procedures

If any member of staff believes that a child is particularly gifted or talented then that should be assessed, and the Nursery Manager should be informed.

It is important that nursery staff are proactive as well as reactive in identifying these children as some children who are gifted or talented may be frustrated or unsure of themselves and need support to fulfill their potential.

Once a child has been identified as being gifted or talented then a provision/action plan needs to be created for that child, which will be a balance of enrichment, extension, and acceleration.

This provision will need to be reviewed regularly to continue to meet each child's need appropriately.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.15 Head lice

Policy statement

Head lice can affect people from any socio-economic background and ethnicity and do not imply a lack of hygiene or cleanliness of the infested person.

It is not easy to tell exactly how common head lice are because the problem is often treated at home with people only visiting their GP if treatment proves unsuccessful. However, it is thought that more than 1 in 3 children in the UK are likely to get head lice at some time during the year.

Our setting hopes to work together with parents and careers to prevent children becoming infected and when necessary to treat the spread of headlice.

Procedures

No child will be excluded from the nursery because they have head lice, and we ask that all children and parents are sensitive and understanding towards the child. It is not their fault they have head lice.

Our setting requests that all children with long hair wear their hair up to prevent the spread of head Lice.

We request that parents inform a key person of their child or Nursery Manager immediately if they have discovered that their child has head lice.

We will provide information on the effective treatment and detection of head lice, via parents' information board, leaflets, suitable literature, or chat with a key teacher.

We will inform all parents using the nursery about head lice breakout, but no names will be mentioned to respect confidentiality.

Staff will assist in the prevention of head lice by ensuring the children do not use role play hairbrushes and combs during the breakout and that the play dressing up hats/outfits and other items are regularly cleaned.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.16 Staff sickness and return to work policy

Policy statement

Staff, who are ill will be treated sympathetically and every effort will be made to assist recovery and safeguard employment whilst managing sickness absence in accordance with this policy.

Repeated sickness absence also places additional pressure on colleagues. The responsibility for monitoring and controlling sickness absence lies with the Nursery Manager and with those to whom the day-to-day supervision of staff is delegated.

Procedures

If a staff member is absent from work due to incapacity, they must notify their manager of the reason for the absence as soon as possible the night before but no later than 7:00 am on the first day of absence. An employee must inform their manager of their absence directly by phone. Leaving a voicemail, sending a text or email is not an acceptable way of notifying a manager. This is to ensure that the setting's manager is fully aware of any staff absence and can plan accordingly.

For any further days of absence, staff members must call their manager by 3pm on the day of absence to inform their manager whether they will be coming into the setting on the following day or not. If a staff member fails to do so, the Manager will assume that an employee is calling in sick on the following day and will arrange agency staff cover. If a staff member happens to come to work on the following day having not called the manager, they will be sent home and the absent day will be deducted from their staff sickness or holiday entitlement. Failure to call back by 3pm on three separate occasions will be treated as misconduct and may result in disciplinary action.

Certification and Fitness to Work

Staff members are expected to self certify, in writing, any absences from work up to three days. If an employee's incapacity lasts for more than three days, they must obtain medical certificates from their doctor for all days of any such absence and provide such certificates to their line manager.

The medical certificates must state the reason for an employee's absence and contain a declaration that they are fit to work. If an employee's illness is ongoing, they must continue to notify Notting Hill Nursery School of their sickness in the form of doctor's certificates. Staff members must provide a reason for all absences and, if possible, give their line manager an indication of the anticipated length of absence.

Notting Hill Nursery School may also request a fit note which confirms fitness to work following sickness absence in cases where the prognosis is unclear or where there has been a protracted or repeated period of sickness absence.

Serious illness

In order to meet our obligations under Food Safety and Health and Safety Legislation, it is very important for staff to let their line manager know if they are suffering from or have been in contact with a carrier of any serious illness, if it is:

- Contagious;



- Infectious; or
- Likely to cause food poisoning.

Appointments

Any pre-planned dental or medical appointments (except emergencies) must be booked outside nursery school hours, during periods of leave or when the school is closed. Given our obligations towards the children and to staff to children ratios, it is unreasonable to schedule such appointments during nursery hours.

Employees must make every effort to schedule their specialist NHS appointments outside of nursery hours and must show proof of this to the setting manager. Employees may attend specialist NHS appointments during nursery hours provided that they can show the setting manager that they have tried to schedule the appointment outside of nursery hours, give at least one week's notice to the setting manager. They are required to show to the setting manager a copy of their appointment letter or text as proof of appointment.

General

It is important that staff follow the sickness reporting responsibilities outline above. Failure to adhere to this policy may result in disciplinary action against staff.

Work and Planning Ahead

Absent staff members must ensure that their line manager is made aware of any work which needs to be done urgently in their absence. It is important for any staff member to plan their lessons ahead so that any replacement staff may continue your lesson plan in your absence.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.17 Laundry policy

Policy statement

At Notting Hill Nursery School our objective is to maintain high levels of cleanliness using daily washing regular cleaning.

To prevent the spread of infection, staff in the setting will follow good hygiene practice.

Hygiene rules related to body fluids will be followed with particular care and all staff and volunteers will be made aware of how infections are transmitted.

Procedures

- All dirty washing is to be put in the laundry basket/bag situated outside children playing area or food preparation area e.g. in the adults/staff's toilets.
- All children`s aprons should be washed systematically.
- The person designated to do the laundry should be wearing gloves when dealing with soiled/dirty clothes.
- NO LAUNDRY IS TO BE STORED IN THE KITCHEN

This policy will be reviewed anually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.18 Nursery Cleaner - Job Description

Policy statement

At Notting Hill Nursery School our objective is to maintain high levels of cleanliness using daily cleaning and regular cleaning. We aim to provide a safe, healthy, visually pleasing environment for our customers and staff.

Nursery cleaner is employed to work in partnership with the manager and nursery staff to ensure the cleanliness of the nursery.

Procedures/ responsibilities

- Ensuring all floors are swept and mopped thoroughly with germicidal disinfectant daily.
- Carpets/rugs to be vacuumed and edges cleaned daily.
- All bins to be emptied, refuse to be taken to appropriate storage area and bin liners replaced daily.
- Ensure kitchen bin is clean daily.
- Dust furniture, picture frames, ledges, skirting, sills and radiators, daily.
- Wash WC, pans, changing mats and washbasins using germicidal disinfectant daily.
- Damp wash fridge etc. including kitchen counters and all the equipment placed on the counters daily.
- Damp dust and polish taps and mirrors daily.
- Damp dust pipes, cisterns, disposal units and towel cabinets daily.
- Damp dust wall tiles.
- Replenish toilet roll holders, soap dispensers, and towel cabinets daily.
- Damp dust light switches, door furniture and walls to remove any marks, weekly.
- Polish where necessary, weekly
- Damp dust telephones using germicidal disinfectant weekly.
- Clean glass doors to remove hand marks etc. weekly.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.19 Personal belongings

Policy statement

Notting Hill Nursery School is not responsible for loss or damage to any personal possessions, money or clothing that staff may bring into the premises.

Procedures

- Employees are responsible for the care and safekeeping of their personal property during the course of employment;
- Employees must keep personal property brought onto the setting premises in a safe and secure place. Where facilities are provided, personal property must be locked away;
- Each permanent staff member is to be provided with a locker in which they can store their personal belongings;
- It is essential that staff do not leave valuable or money unattended;
- Any loss incurred must be reported to nursery manager.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.20 Potty training

Policy statement

Toilet training is the gradual process of moving children from nappies to pants/underpants. The start of toilet training is a major milestone for the child. It can be a difficult time and there will be accidents. However, like crawling, walking, and talking it is a stage of development that cannot be rushed.

Observation of the child's development in toilet training is used as part of the monitoring the child's development through the EYFS. A consistent approach with parents and key teacher is important to achieve results. All the nursery staff are experienced in helping children to potty train. By following the key stages to assess the correct time, nursery staff will help identify the right time to start using potty for each individual child.

Procedures

When potty training a child nursery staff should follow the below protocol:

- A key teacher will advise parents to provide their child/children with suitable clothing when potty training (no belts, dungarees or baby grows).
- We request that if a child is potty training insufficient spare clothing is brought into the setting (that includes- leggings, trousers, tights, skirts, shorts, pants/knickers as well as socks and shoes).
- We request that a child arrives at a nursery wearing pants/knickers.
- Whilst a child is potty training their key teacher will keep his/her parents informed of their progress.
- Only if requested by a parent we will put a child back in nappy for resting time/sleep time only.
- Accidents will be dealt with calmly, sympathetically and in a way which does not make the child think they have done wrong.
- Nursery teachers will make sure that all the decisions in regards to potty training are discussed with parents beforehand. It is also a nursery teacher's responsibility to inform Nursery Manager about any feedback, conversation or decision that has been made in regards to potty training children in a setting.
- We understand that due to changes in routines or at home some children may regress. If a child has been dry for a while and they begin to have accidents a key teacher and the nursery staff will work with parents to support a child through this time. They will not be put back into nappy as this may make them more insecure but will be encouraged more than usual to use the toilet.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.21 Special dietary requirements

Policy statement

All snacks provided are nutritious and due attention will be paid to the children's particular dietary requirements using information gathered from parents regarding their children's dietary needs including any allergies. Children attending full days will bring their own packed lunch every day.

Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary.

Procedures

- A photograph and dietary notes will be supplied to the nursery kitchen so any children with special dietary needs or allergies will be highlighted.
- All the children with special dietary needs or allergies will be provided with either yellow or red place mats during snack and lunch times.
- A key person will provide a place mat for each of their children with a child's photograph, name of a child and name of foods provoking allergies.
- All the children must be provided with place mats and are not supposed to be served food without them.
- Staff will show sensitivity in providing for children's diets and allergies; they will not allow other children to make the child feel singled out because of her/his diet or allergy.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.22 Taking photographs

Policy

Our setting believes that vast majority of people who take or view photographs or videos of children do so for entirely innocent, understandable, and acceptable reasons. However, because they are cases when some people abuse children through taking or using images our setting ensures that there are safeguarding procedures in place to protect children from those incidents to happen.

Procedures

- We seek parent`s consent for photographs to be taken or published, for example, on our website or in newspaper publications.
- We use only the child`s first name with an image.
- We ensure that children are appropriately dressed.
- We encourage children to tell us if they are worried about any photographs that are being taken of them.
- Only nursery`s own devices will be used to take photos of children as a part of the on-going recording of our curriculum and for children`s individual development records.
- Our nursery cameras/iPads are not to be taken off the premises unless taken on a scheduled outing.
- 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
- Single images taken on the setting cameras/iPads will not be emailed as it may not be secure.
- We ensure that all images are stored securely, and password protected.
- We ensure that any professional photographers we use have up to date DBS`s and references.
- We ensure `acceptable use` rules regarding the use of cameras by children are embedded in practice.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.23 The grievance procedure

Policy statement

Notting Hill Nursery School provides general counseling on an ongoing basis at staff supervision reviews and staff annual reviews. If an employee's grievance is not of a serious nature and concerns only themselves, as individuals, and the issue could be discussed at one of these forums without the delay causing additional upset or concern, then an employee should do so.

However, if staff grievance is of a more serious nature, then the employee should ask the nursery manager for an appointment to discuss it as soon as possible.

When a grievance arises, it is always better if it is discussed and settled without delay.

Often grievances are a result of a breakdown in communication from other staff and they can usually be resolved very quickly from an informal discussion and re-establishing vital communication links.

Leaving grievances and brooding over them is not positive for the nursery and should be avoided at all costs.

For more serious and complex issues, there is a standard grievance procedure adopted to resolve situations as quickly and easily as possible.

Procedures

Informal discussion with the nursery manager

In most cases, grievances will be resolved at this stage.

Grievance reporting

If the informal discussion has not led to a resolution, the employee may request a grievance report from, which they must complete and give back to the nursery manager. A copy will be given to the employee. The grievance will be considered within five working days and the employee notified of the outcome. Both the nursery manager and the employee should record their views on the outcome before it is placed on the employee's personal file.

Involving next level of management

If the employee is unhappy with the outcome and wishes to take matters further, the line manager should be informed, and the employee may ask for the grievance to be referred to the next level of management where it will be considered within a period of 5 working days. After this point, the outcome will be recorded, and the employee notified, and comments taken as in point 2.

Involving a director

If the matter remains unresolved and the employee still wishes to take matters further, the grievance can be referred to a director who will consider the matter within 20 working days, and the director's decision will be final.



In most cases, it is highly unusual for grievance to elevate to this level. Where a grievance cannot be satisfactorily resolved, all parties must accept the findings and continue in their normal duties at the required standards.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.24 Whistleblowing code for issues relating to children

Policy statement

Whistleblowing is the disclosure of information by an employee or worker, which relates to some danger, fraud or other illegal or unethical conduct in the workplace. The Employment Rights act 1996 as amended by the Public Disclosure Act 1998 governs the making of disclosures concerning workplace activities and is intended to protect employees who blow the whistle on bad practice from being subjected to any detriment or unfairly dismissed as a result.

This policy applies to all individuals working for the setting at all levels and grades, whether they are senior managers, directors, employees, contractors, trainees, agency staff or volunteers.

Purpose of the code

The nursery adheres to the local authority whistleblowing policy and procedures that enable staff to raise concerns relating to:

- Crime
- A miscarriage of justice
- Illegality
- Health and Safety
- Environmental or property damage
- Unauthorised use of public funds
- Concealing or attempting to cover up any of the above.

This code provides additional information to help staff to understand the role of whistle blowing in the context of poor practice and unacceptable conduct and attitudes towards children.

Procedure

If you are aware of malpractice or believe it is likely to occur, then the setting needs to be informed about it so that it can investigate and address the issue/issues.

The matter should be raised promptly so that it can be addressed at an early stage and in appropriate way.

Inappropriate conduct includes:

- Bullying or humiliation
- Contravening health and safety guidelines
- Serious breaches of the nursery's code of ethical practice
- Professional practice that falls short of normally accepted standards

- Compromising children's welfare but in a way that does not meet the threshold for child protection intervention.

Staff may be reticent to report a concern about the conduct of a colleague. However, each individual must take responsibility for ensuring that children are fairly treated. If poor practice is allowed to continue unchecked, it could escalate with serious consequences.

Staff decision about blowing the whistle not only protects children, but also deters any suggestion that they have colluded with poor practice.

Whistleblowing can also support the member of staff who is the subject of the concern. Their conduct may result from inexperience or lack of training that can be addressed by the setting, or they may be under stress and be relieved when their conduct is questioned.

All staff, who deliberately fail children and show no remorse or desire to improve are unlikely to welcome being exposed, but their conduct must be confronted for the sake of the child and the reputation of the whole nursery.

No member of staff who raises genuinely held concerns in good faith under this procedure will be dismissed or subject to any detriment as a result of such action. Detriment includes unwarranted disciplinary action and victimisation. If staff believe that they are being subjected to a detriment within the workplace as a result of raising concerns under the procedures, they should inform nursery director immediately. Workers who victimise or retaliate against those who have raised concerns under this policy will be subject to disciplinary action.

If an investigation under this procedure concludes that a disclosure has been made maliciously, in bad faith or in a view to personal gain, the whistleblowing will be subject to disciplinary action.

If preferred, concerns can be raised anonymously. In this case the setting would need to decide whether the levity and credibility of the concern warrants investigation if the source of the concern, and the key evidence, is not readily available.

Reporting an incident

It may help if staff write down, for their own benefit, what they have observed or heard that is causing alarm. One useful way to decide whether concern should be reported is to consider whether you would want the conduct of this member of staff to continue unchecked if your own child or another young family member was involved.

When blowing the whistle all staff should remember to:

- Raise their concern verbally or in writing; they should report their concern to the manager
- If the manager is subject of staff concern, staff should speak to the director
- A friend or co-worker may accompany whistle-blower to the meeting if he/she wishes
- Ensure the manager or director informs a whistle-blower of their proposed action and sets a date for a second meeting

- Timescales will depend on the complexity of the initial inquiry, but the case should not be allowed to stall, and a whistle-blower should receive feedback within 10 working days. The timescale for subsequent feedback should then be agreed.
- All staff can ask for clarification about confidentiality and ensure they have wishes regarding the protection of their identity recorded.

Process and outcome:

- The manager or director will make enquires to establish the facts of the matter and whether poor practice or inappropriate conduct has occurred.
- Member of the nursery setting, including director may be asked to provide information or advice.
- External advice, for example, from legal or human resources or children's services may be sought.
- A written record of the conduct established facts and outcomes of the inquiry will be kept.
- The whistle-blower will be kept informed of the progress of the inquiry.

The outcome of the inquiry will be one of the following:

- The poor practice or wrongdoing is established, and the case is closed.
- The concern has some substance, and the subject of the concern will receive advice and support from the manager to improve practice.
- Poor practice or wrongdoing is established, and the disciplinary proceedings are initiated.
- The concern is more serious, and an investigation is initiated. The investigation may involve the local authority's team, children's social care or the police.

If at any stage in the process, there is reason to believe that a child is at risk of significant harm, children's social care will be immediately involved.

If any staff raise a concern and they are dissatisfied with the way it is managed, or the outcome, they may contact the local authority for advice. Alternatively, they can seek advice from professional association, a solicitor, the police, children's social care or Public Concern at Work (PCaW), a registered charity that offers free and confidential legal advice on workplace malpractice.

Public Concern at Work

3rd Floor, Bank Chambers, 6-10 Borough High Street, London SE1 9QQ
020 7404 6609

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.25 Leave in special circumstances

Policy statement

Policy

Notting Hill Nursery School recognises that there are a range of circumstances when a staff member may need to take time away from work, but that it may not be reasonable to expect an employee to use annual leave.

'Leave in special circumstances' is intended to provide a sympathetic response to the circumstances faces by an individual staff member, and the procedure provides a framework for making and considering these requests for unpaid time off.

Procedure

Whenever a staff member needs to take unexpected and unplanned time off work the following procedure must be followed:

1. A staff member needs to speak directly to the setting manager and explain the reasons of requesting 'leave in special circumstances';
2. A request email for 'leave in special circumstances' needs to be send and signed by a staff member;
3. A member of staff requesting 'leave in special circumstances' must be aware that it is a request for unpaid leave;
4. The nursery setting manager needs to make sure that in the absence of the individual staff member an 'adult to child ratio' is covered.
If required, an agency staff needs to be requested (if the ratio is not covered an individual requesting a leave needs to wait for the agency staff to cover their shift);
5. An individual staff member wishing to leave must ensure that their line manager and at least one staff member based in the same classroom are notified of any work, activities, appointments that might need to take place in the period of their absence;
6. 'Leave in special circumstances form' needs to be authorised by a setting manger and signed off;



7. Only after the manager's authorization an individual staff member is permitted to leave the setting.

There are several reasons for which leave in special circumstances may be considered. These are:

Compassionate circumstances

If an employee has serious personal or family problems. This includes time off to care for a sick child or family member but does not include any pre-planned medical appointments for neither an employee nor their family members.

Domestic emergencies

If a staff member has an unexpected domestic emergency that requires immediate attention.

Bereavement

If a close family member, dependant or partner dies.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.26 Prevent Duty

Policy

From 1 July 2015 all schools and registered early years' providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015 to have due regard to the 'need to prevent people from being drawn into terrorism'. This duty is known as the 'Prevent Duty'.

At Notting Hill Nursery School protecting children, parents and staff members from the risks associated with radicalisation and/or exposure to extremist ideology is recognised as part of the nursery's wider safeguarding duty and is similar in nature to protecting children or adults from other harms (e.g. drugs, gangs, neglect, sexual exploitation), whether influences come from within the family or are external.

At Notting Hill Nursery School we intend to counter extremist ideology and the subsequent risks of radicalisation through promoting fundamental British Values within our nursery environment and enabling children to challenge extremist views; we emphasise this in our daily routine and age appropriate activities designed to broaden children's development in the areas of personal, social and emotional development as well as understanding of the world.

For Notting Hill Nursery School, it is essential that staff are able to identify children, parents or colleagues who may be vulnerable to radicalisation and know what to do when they are identified; that is why it is expected of our staff to attend a Home Office 'Workshop to Raise Awareness of Prevent'.

Procedure

Reporting concern

If a staff member has a concern about a particular child, parent or staff member they should follow the 'Notice, Check, Share' model as emphasised within the Home Office 'Workshop to Raise Awareness of Prevent' as well as follow the nursery standard safeguarding procedures, including discussing the issue with the nursery designated safeguarding lead, who will, if necessary, contact the local MASH team to escalate the matter.

If a staff member wishes to speak to or seek advice about a particular child in confidence, they should contact the Local Prevent Co-ordinator who would be able to advise on whether they feel a referral to Channel is appropriate.

If for some reason the local borough has not yet offered the above service to the childcare providers, or the designated person is out of reach a nursery staff member can dial 101 (the non-emergency number) or speak to the local police force and discuss the matter in confidence with the designated SO15 Prevent Officers.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024

11.27 General Protection Regulation Policy

In order to provide a quality early years and childcare service and comply with legislation, we will need to request information from parents about their child and family. Some of this will be personal data and some may be classed as special category data.

At Notting Hill Nursery School we take families' privacy seriously, and in accordance with the General Data Protection Regulation (GDPR), we will process any personal data according to the seven principles below:

- 1.** We have a lawful reason for collecting personal data, and we do so in a fair and transparent way. We will be clear about what data we collect, and why.
- 2.** We only use the data for the reason it is initially obtained. This means that we may not use a person's data inappropriately or to market a product or service to them that is unconnected to the reasons for which they shared the data with me in the first place, unless required to do so by law.
- 3.** We will not collect any more data than is necessary. We will only collect the data we need in order to provide appropriate childcare services and abide by relevant laws.
- 4.** We will ensure that the data is accurate, and we ask parents to check annually and confirm that the data held is still accurate.
- 5.** We will not keep data any longer than needed. We will only keep the data for as long as is needed to complete the tasks it was collected for and in compliance with relevant laws.
- 6.** We will protect the personal data and store it securely.
- 7.** We will be accountable for the data. This means that we will be able to show how we are complying with the law.

We have registered with the Information Commissioner's Office, the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

We expect parents to keep private and confidential any sensitive information they may accidentally learn about my family, setting or the other children and families attending my setting, unless it is a child protection issue.

We will be asking parents for personal data about themselves and their child/ren in order to deliver a childcare service (see privacy notice). We are required to hold and use this personal data in order to comply with the statutory framework for the Early Years Foundation Stage, OFSTED, Department for Education and my local authority.

Subject access

Parents/carers and those with parental responsibility have the right to inspect records about their child at any time. This will be provided without delay and no later than one month after the request. Requests can be made verbally or in writing and we will ensure we have received the correct information. We may need to check the identity of the person making the request if, for example,



the request was made via an unknown email address. We will ask parents to regularly check that the data is correct and update it where necessary.

Individual Rights

The GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

Storage

At Notting Hill Nursery School all paper-based records about children and their families are securely locked away, in a locked cupboard. We make sure keys are also securely stored. If we keep records relating to individual children, families or anyone working for me, including in a digital format, such as on my computer or smartphone, externally or in cloud storage such as iCloud, Google Drive or Dropbox, including digital photos or videos, parents' permission will be obtained. We ensure any external services have adequate security around the data. This also includes CCTV. We store the information securely, for example, in password-protected files, to prevent viewing of the information by others with access to the computer or device.

Backup files will be stored on an encrypted memory stick, which I will lock away when not being used. Firewall and virus protection software are in place. If we store any records using a digital solution, we will ensure they are compliant with GDPR. If we use any external providers who process data for Notting Hill Nursery School, we will ensure they have proper contracts in place that comply with GDPR.

Information sharing

We are expected to share information with other childcare providers if a child also attends another setting.

We are also required to share information with Westminster City Council in regards to the childcare and early years entitlements.

In some cases we may need to share information without parents' consent, if there is a child protection concern, criminal or tax investigations, health and safety reports etc.

Ofsted may require access to my records at any time.

Record keeping

We record all accidents in an accident book. We will notify our insurance company of any accidents which may result in an insurance claim, e.g. an accident resulting in a doctor or hospital visit.



We will inform Ofsted or the local child protection agency and the Health and Safety Executive of any significant injuries, accidents or deaths as soon as possible. We record all significant accidents, and these will be shared with parents so that together we can work to resolve any issues.

We will only share information without your prior permission if it is in a child's best interest to do so. For example in a medical emergency we will share medical information with a healthcare professional. If we are concerned about a child's welfare, we have a duty of care to follow the Local Safeguarding Children Board procedures and make a referral. Where possible we will discuss concerns with you before making a referral.

Safe disposal of data

We are required by law to keep some data for some time after a child has left the setting. We have a review plan in place and ensure that any data is disposed of appropriately and securely. Safe disposal of paper would be with the use of a shredder. Any IT hardware is securely disposed of.

Suspected breach

At Notting Hill Nursery School, we will investigate any suspected breaches and take prompt action to correct any areas of concern. If we suspect that data has been accessed unlawfully, we will inform the relevant parties immediately and report to the Information Commissioner's Office within 72 hours. We will keep a record of any data breach.

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we have made substantial updates. We may also notify you in other ways from time to time about processing of your personal information.

Data Protection Officer

Soraia Almeida is our Data Protection Officer at Notting Hill Nursery School.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.28 Language Policy

At Notting Hill Nursery School, we are an English-speaking nursery. It is the expectation that all communication between staff members and staff members and parents is in English. This ensures that all information is passed along so all staff members can understand what is being said.

Language is important because it forms the foundations for interacting with other people – for communicating our needs, our thoughts, and our experiences. From the moment of birth, babies are ready to communicate they listen to and look at people and things in their environment and respond to what they hear and see. Even the youngest babies need a stimulating environment in which those who care for them respond sensitively to the different meanings of their cries, coos, and gestures. This early ability to communicate verbally and non-verbally is the basis on which language is developed. A child's ability to develop language depends on being immersed in a rich environment of words, sounds, rhythm, and verbal and non-verbal expression from birth. Which is why we are creating a rich English-speaking environment within the nursery to mirror the language rich environment from the child's home.

This also supports the staffs own continual professional development, by using English as the main nursery Language.

Staff with English as a first language should be supportive to staff with English as a second language in the form of explaining words and meanings and any other uses of words.

As with all staff talking to parents and with the children slang words should be avoided – e.g. “yes” and not “yep”.

Some exceptions to this are:

- A relative of a child is collecting from the nursery and they do not speak English.
- You are on your lunch break with other staff who can speak and understand your language.
- As part of a planned activity with the children, e.g. teaching them new songs, reading a book or introducing some new words.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.29 COVID-19 POLICY

Subject to change

The outlined measures will be reviewed and changed when required, following all Department for Education and Government guidelines in relation to Early Years Settings.

Parents Information

Drop Off and Collection

- Social distancing measures will be in place, which all Parents/Carers must adhere to.
- ONLY one Parent or Carer will drop off and collect.
- We request that all Parents/Carers wear a face mask/covering whilst collecting or dropping off at Nursery.
- Parents will not be permitted to enter the school. We understand this will be emotionally hard at first but is required to effectively implement social distancing amongst adults within the school.
- The Head or Deputy Head will be on door duty and a class teacher will be in the hallway waiting to greet your child.
- Parents must inform us if they are collecting at a different time and they will need to wait at the front door, until a member of staff can bring their child to them.
- Our Notting Hill Nursery School team will adhere the social distancing measures on door duty to greet parents with their child. Within the nursery visors or facemasks will not be worn unless a child displays COVID-19 symptoms when a Teacher would have to wear full PPE.
- Parents need to understand that it is impossible for under 5's to socially distance within a classroom.
- Children will have their own cup with their name.

Signs, Symptoms and Illness

- Parents must not bring children to Notting Hill Nursery School if they or someone in their household is experiencing symptoms of Coronavirus. (Covid-19). They must follow the NHS Guidelines on self-isolation.
- <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>
- If a child at Notting Hill Nursery School is displaying a high temperature, a new continuous cough, or a loss or change to their sense of smell or taste, Parents will be asked to collect their child(ren), including siblings, as soon as possible. Please note your child will be isolated with a teacher during this time.
- We ask you to check your child's temperature before attending and that you do not give your child Calpol before Nursery.
- Any Parent, whose child says they have had Calpol will be called.
- Parents should call 111 for children under 5 who have suspected Coronavirus symptoms or 119.
- Children and families will access testing if they have suspected symptoms and will follow procedures accordingly if diagnosed with COVID-19.
- Parents will inform Notting Hill Nursery School immediately of any confirmed cases of Coronavirus within their household.
- If a member of your household requires a COVID-19 test, you must all self-isolate immediately.



Travel

- Where possible Parents will avoid public transport and encourage children to walk/cycle/scoot to Notting Hill Nursery School.
- Any family who goes overseas and returns to the UK is required to follow the Government guidelines regarding quarantine.

Children

Social Distancing

- It is impossible for very young children to carry out social distancing measures and they will need support to stay safe at Notting Hill Nursery School.
- Children will stay with their academic year group, e.g.: Caterpillar class and Butterfly class.

Hygiene

- Children will use the sanitiser prior to entry to the Nursery and thoroughly wash their hands before playing or touching toys.
- Children will wash their hands frequently throughout the day and before eating.
- There will be no handshaking.

School Curriculum

- The children will have a happy learning experience and focus on the Early Years Foundation areas implemented throughout the day.
- The children will enjoy the extracurricular activities with familiar, consistent teachers these will be held in the school premises. Our extra-curricular teachers are allowed to teach their respective lessons in the classroom, with a risk assessment being implemented. All our extra-curricular teachers will be wearing visors and will be adhering to social distancing measures.
- The children will continue to go to the park, ensuring the guidelines on social distancing are adhered to.
- Regular teaching sessions on hygiene, handwashing and the spread of germs, will take place to support children's understanding. Songs, games and stories will assist with this.

Home Possessions

- Where possible children's bags should be waterproof (containing spare clothes) and easy to wipe down.
- Children will not bring anything to Show and Tell items into the Nursery.

Sickness in School

- If a child is displaying COVID-19 symptoms, they will be isolated in a room (where possible) with a familiar adult, until they can be collected. This area would be immediately and thoroughly cleaned.
- The staff member will wear PPE; an apron, gloves and a facemask.
- All staff and children who are attending the Nursery, will have access to a test if they display symptoms of Coronavirus.



Please visit, <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>. Where the child or staff member tests negative, they can return to the Nursery. Where the child or staff member tests positive, the entire class will be sent home and advised to self-isolate for 14 days.

Mealtimes

- Children will not bring any snacks or drinks to the Nursery.

Staff

On Arrival

- The Head and Co-head will be on door duty.
- All staff members will be checked with an infrared thermometer prior to entering the school.
- All Staff will use hand sanitiser upon arrival and will wash their hands for 20 seconds as soon as possible.

Signs, Symptoms and Illness

- Any staff experiencing symptoms or living with someone who is experiencing symptoms, will self-isolate following Government guidance. (unless tested negative) and inform the Nursery.
- All staff and children who are attending the Nursery, will have access to a test if they display symptoms of coronavirus.
Please visit, <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>.
- Where the child or staff member tests negative, they can return to the Nursery. Where the child or staff member tests positive, the entire class will be sent home and advised to self-isolate for 14 days.
- Staff will use the 111 online Coronavirus service for additional information.
- Parents will be notified of any confirmed staff cases of Coronavirus via our email.
- Staff will be provided with PPE for use in the Nursery, should a child become unwell (masks, gloves and aprons).

Travel

- Where possible staff will avoid Public Transport, however we understand that there may be no other option.
- Staff will be supported with their own supply of PPE should they take public transport.

Cleaning

- Notting Hill Nursery School Cleaner will clean the kitchens, surfaces, taps, door handles and all nursery areas with anti-bacterial products throughout the day.
- Certain resources are covered, to be cleaned
- Morning resources are cleaned throughout the morning session and are not used in the afternoon session.
- Each year group have their own resources, and these are NOT shared between groups.
- All toys will be cleaned frequently using an anti-bacterial spray or in Milton. As children will only be playing in their own classroom or outside space with their own peers, this will minimise the risk.



Curriculum

- Staff will upload more photographs or videos on Tapestry to ensure Parents can communicate effectively with their key teacher.

Hygiene

- As normal practice, staff will use gloves and aprons for changing children (potty training, changing nappies and changing wet clothes).
- As far as possible soft furnishings will not be used and all puppets, beanbags, mats and soft toys (teddies etc) will be removed.
- There will be NO shaking hands.
- We will ensure that the nursery is well ventilated.

Please note that further information can be found by following the link below.

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

For more information, please visit the following page:

<https://www.gov.uk/government/publications/what-parents-and-carers-need-to-know-about-early-years-providers-schools-and-colleges-during-the-coronavirus-covid-19-outbreak>

Please see this link for testing guidance

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#essential-workers>

If a parent counts as an essential worker, he/she might be able to get a priority test.

This link may also be useful.

<https://www.london.gov.uk/coronavirus/coronavirus-covid-19-faqs/how-do-i-get-test>

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024



11.30 TERMS AND CONDITIONS

PAYMENT OF NURSERY FEES/REFUNDS POLICY

Parents are jointly and severally liable to pay the fees by the payment date stated on the invoice. An agreement with a third party (such as an employer, grandparent or step-parent without parental responsibility) to pay the fees or any other sum due to the Nursery, does not release the Parents from liability, if the third party defaults and does not affect the operation of any of these Terms & Conditions unless an express release has been given in writing by the School. The Nursery reserves the right to refuse payments from a third party. Accounts will be sent to Parents for forwarding to any third party who has responsibility for payment and refunds (if any) will be paid to Parents unless the Nursery is notified otherwise in writing. Nursery Fees are payable termly in advance by the date stated on the invoice – this will vary from term to term and are calculated by the exact number of weeks in each school term. Payment may be made by BACS or cheque. For parents wishing to pay by 3 equal monthly instalments, please contact the Manager by email. Payment should be made to Notting Hill Nursery School and either delivered or posted to 26A Artesian Road W2 5DN. Payment must be made on time. In the event that an account is outstanding, we reserve the right to take action to recover the debt. Any costs incurred in collecting the debt will be added to the debt, plus VAT at the prevailing rate, if applicable. Notting Hill Nursery School also reserves the right to charge interest at the relevant reference rate provided for under the Late Payment of Commercial Debts (Interest) Act 1998, which interest is payable both after and before any judgment of the court and continues to accrue.

TERMS AND CONDITIONS NOTICE OF WITHDRAWAL

Please remember a full term's written notice is required for the withdrawal of a child from the Nursery, or a full term's school fees is payable in lieu of notice as a debt. If you wish to cancel a confirmed Nursery School place, prior to your child joining, we also require a term's written notice, or a full term's school fees is payable in lieu of notice as a debt. A term's notice means notice given no later than the first day of a term and expiring at the end of term, the dates of which are published on our website. Notices must be emailed (headteacher@nottinghillnurseryschool.co.uk) or sent by recorded or guaranteed delivery post to the Nursery's address: 26A Artesian Road W2 5DN. Notting Hill Nursery School will acknowledge receipt within 5 working days. Where a child has registered to join the school less than a term in advance, parents will be given 5 working days cooling off period, after this date they will be liable to pay the school fees should they withdraw their application to join the school. A term's notice is also required should a parent wish to reduce their child's current sessions. Please remember Parents may not swap their sessions or exchange them if their child is unable to attend due to sickness or holiday. The provisions regarding changes and notice of withdrawal are provided in good faith and promote forward planning of staff and resources. They also protect Parents from increases in fees and liabilities caused by the default of others.



INCREASE IN FEES

Notting Hill Nursery School reserves the right to increase the school fees from time to time, usually annually. We will provide one full term's notice of an increase.

REFUNDS & CANCELLATION CHARGES

No refund of fees or waiver of liability to pay fees will be made for any period during which your child is absent due to sickness or holidays or if the Nursery is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions. It is Notting Hill Nursery School policy to charge for the days when a child is booked into the Nursery School regardless of whether the Nursery is closed due to Sports Day or School Plays. Refunds are only made when an administrative error has been made.

This policy will be reviewed annually

This policy was adopted by Soraia Almeida on March 2023

Next review on March 2024