



Little Raccoons Day Nursery

Policies and Procedures

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Glossary

The following terms are used throughout this publication and refer to:

Early Years Foundation Stage (EYFS) – the statutory framework for care and early learning in England. A revised framework was published in March 2017 and came into force from 3 April 2017. It is mandatory for all early years providers including maintained schools; non-maintained schools; independent schools; all providers on the Early Years Register; and all providers registered with an early years childminder agency.

Ofsted – is the Office for Standards in Education, Children’s Services and Skills and regulates and inspects early years providers in England against the EYFS.

Parents – refers to mothers, fathers, legal guardians and the primary carers of looked-after children. There may also be other significant adults in children’s lives and other relatives who care for them. You may want to adapt the example documents to use the terminology you feel most comfortable with.

Practitioner – Any adult who works with children in a nursery.

Key Person – The named member of staff with whom a child has more contact than other adults. This adult shows a special interest in the child through close personal interaction on a day-to-day basis.



Introduction

Welcome to Little Raccoons Day Nursery where our aim is to provide the highest quality childcare in a happy, relaxed and secure environment. To achieve this we aim to nurture each child by attending to their unique individual needs.

Please take your time to read through these documents. The purpose of the Policies and Procedures is to provide a documented record of our day-to-day practice, including statutory requirements and guidelines. This is a working document and is reviewed on a regular basis. Designated members of staff will be responsible for specific policies and procedures. Comments and suggestions are welcome.

Thank you for trusting us with the education and care of your child.

Nursery Manager



Admissions Policy

Little Raccoons Day Nursery welcomes all children. Our setting is open to all members of the community and there will be no discrimination against admitting any child on the grounds of sex, colour, race, faith or creed. We will hold open days, advertise in local newspapers and liaise with the Borough and its local facilities and support.

If a child is identified having additional needs we will discuss these needs with the parents/carers/involved people and together work out how we can best accommodate the child into our setting, organising any possible and necessary adaptations to the environment and reaching for all the support available within the Borough and beyond.

Admissions procedures:

- Availability of spaces will take in account the staff/children ratios, the age of the child and registration procedures;
- Enrolment procedures: parental contact, discuss dates and availability, registration form, fees payment, enrolment form, starter pack given and booked key person meeting and settling in session(s) and start date;
- Parent/carer to receive written/email confirmation of their place and start date;
- We give special consideration for siblings of children already attending the nursery;
- Children will not be admitted before all steps of the enrolment procedures are followed and completed;

Related Legislation: Equality Act (2010), The Education Act (2011), The Children's Act (2004) and EYFS.



Safeguarding Children Policy

Little Raccoons Day Nursery believes that all children have the right to enjoy their days at the nursery in a happy, secure, stimulating and caring environment. We aim to create an environment where children are safe from abuse. Any concerns that staff or parents/carers have where they suspect a child is at risk should be notified to the Manager immediately. Procedures for protecting children from abuse and keeping children safe within our setting follow the Safeguarding Board's guidelines contained in the Child Protection Procedures (2016) and The Safeguarding Vulnerable Groups Act (2006). Our nursery will work with children, parents/carers, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Safeguarding children is everybody's responsibility. At Little Raccoons Day Nursery all staff, students and visitors are made aware of and adhere to, the policy.

We will:

- create an environment to encourage children to develop a positive self-image;
- 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;
- always listen to children.

Our Nursery has a clear commitment to safeguarding 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 Manager at the earliest opportunity.

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
- 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 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, family support, health professionals including health visitors 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, providing sensitive interactions that develops builds children's well-being, confidence and resilience. We will support children to develop an awareness of how to keep themselves safe, healthy and have positive relationships.



- 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 (peer on peer) through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND), isolated families and vulnerabilities in families; including the impact of toxic trio on children and Adverse Childhood Experiences (ACE's).
- Ensure that all staff feel confident and supported to act in the best interest of the child; maintaining professional curiosity around welfare of children and share information, and seek the help that the child may need at the earliest opportunity.
- 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 Hertfordshire
- 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 and maintaining safeguards around the use of technology by staff, parents and visitors in the setting.
- 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 including the local authority.
- Ensure parents 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 where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the Hertfordshire.



Child Absent from nursery session / not returning from holidays on notified date

- a) If a child fails to attend a nursery session and no communication has been made to the nursery prior for them providing a reason for their absence. Contact both set of parents to ask about the child's absence if you fail to speak to anyone please contact emergency contacts that have been given by parents on the signed terms and conditions.
- b) A follow up email must be sent stating you have contacted both set of parents / emergency contacts and asking the reason for the child's absence.
- c) If the child fails to attend the next nursery session and no communication has been made from the parents / emergency contacts then LADO must be informed and notified of the absence.
- d) Follow LADO'S instructions and guidance.

Permanent and Temporary Staff

All members of staff have the duty to report instances of suspected child abuse and to follow the relevant procedures. Due to the hours of care, staff will often be the first people to sense that there is a problem; they may well be the first people in whom children confide about abuse. The nursery acknowledges that abuse does occur in our society and it is our duty to be aware of early signs of any type of abuse and to understand the procedures to be followed if we have any reason to believe that a child in our care is subject to welfare issues including physical, sexual, emotional abuse or neglect.

Our prime responsibility is the welfare and wellbeing of all children in our care. As such we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention.

All staff will be familiar with their own responsibilities to act swiftly upon any suspicions or concerns they may have about any child or member of staff at the nursery. The nursery will follow the procedures set out in the Early Years Foundation Stage and Local Safeguarding Children's Board (LSCB) Guidance, always seeking advice on all steps taken subsequently to the issue happening. The nursery has a duty to report any suspicions around abuse to the local authority that will have the obligation to investigate matters.

Staff must not make comment either publicly or in private about a parent's supposed or actual behaviour. Staff must raise any concerns initially with the Manager. Staff responsibilities do not include investigating the suspected abuse. However, the staff will keep accurate records of their observations, signed and dated, and of anything said to them by the child or others in



connection with the suspected abuse. This information will be kept in a locked cabinet, in accordance to the Data Protection Act 1998.

It is always important to listen to children. Strict confidentiality will be observed at all times. All our staff will receive training on the protection of children from abuse.

Recruitment:

- all permanent and temporary staff will be required to go through the full range of pre-employment checks and have an enhanced DBS certificate at the beginning of the employment with us;
- Our nursery will therefore not allow an adult to be left alone with a child who has not received their enhanced DBS check clearance. Staff will not be allowed to change nappies/toileting (whether supervised or not) until an enhanced DBS returns clear. They will not be allowed access to the children's personal confidential records until these checks are returned and come back clear.
- all DBS checks will be updated on a regular basis to ensure the ongoing suitability of all staff caring for the children.
- Two references are required prior to commencement of employment. No safeguarding concerns reported.
- All new employees must declare if they have previously worked or lived abroad, in order that an enhanced DBS can be carried out. This is included in our safer recruitment process and staff induction.

Staff Induction and Training

- All permanent and temporary staff will receive, as part of their induction, an outline of all policies and procedures including the Safeguarding Children Policy; this training is carried out via a mentoring system whereby the staff member will shadow a senior member of staff.
- members of staff will attend Safeguarding Children, Channel awareness, First Aid, Fire Awareness, Food Handling & Hygiene trainings and introduction to FGM.

Little Raccoons Day Nursery aims to:

- ensure that children are never placed at risk while in the care of our staff;
- ensure that confidentiality is maintained at all times.



- ensure that all staff are aware of the signs and understand what is meant by safeguarding and the different ways in which children can be harmed including by other children; i.e. bullying.
- ensure that all staff are fully compliant with safeguarding procedures.
- Provide a safe and nurturing environment.

Visitors and Volunteers

Regular parents/carers, helpers, visitors and volunteers will have an enhanced DBS certificate before doing any voluntary work for us. They will not be left unsupervised with children at any time. The induction will cover aspects such as Prevent Duty, introduction to FGM and an outline of our Policies and procedures, highlighting the Safeguarding Policy and their responsibilities under them.

Parents and Carers

If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children's Board does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.

Supporting families:

- the nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the nursery;
- confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the Local Safeguarding Children's Board;
- 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.

Accidents and Incidents to children

The nursery will discuss with parents/carers details about the procedures in the event of accidents and injuries to children. This also includes actions required for injuries occurring outside the childcare setting and the need for parents/carers to inform the nursery if such incidents have occurred. Upon enrolment parents/carers will read and sign a Medical



Treatment and Advice Policy which gives advice on seeking additional medical attention in event of any accident to their child.

All accidents and incidents are reviewed monthly by management.

Accidents and Incidents Procedures:

- A record, Accident/Incident Form, will be made of any accident/incident occurred with any child in our care, this form will be signed by present member of staff or the key person and by the management.
- Any accident/incident no matter how minor they are, will be discussed with parents/carers.
- Accident/incident forms will be kept in the confidential child record file and a photocopy will be placed in the nursery's Accident File.

Where accidents/injuries are of a serious nature and required hospital attention, please refer to Accident and Emergency Procedure.

Existing Injuries

Our nursery will keep record of accidents and injuries happened to children outside our care on the Existing Injuries form, this form will be completed and signed by parents/carers on arrival of the child and should also be signed by the child's key person or a member of staff. This form will be filed in the child's confidential record file. Any accidents or incidents are reviewed on a monthly basis by management.

Concerns

Concerns regarding changes in a child's behaviour or their health and hygiene should be brought to the attention of the Manager who will discuss with parents/carers. Every incident will be recorded on the General Concern form kept in the child's confidential record. Relevant services will be notified when necessary.

Disclosures

Any disclosure, either indirect or direct made to any member of the nursery's team must be recorded in writing as soon as possible and no later than 24 hours of the disclosure. Please use the standard form called Disclosure Form or record the statement adding the following information:

- the child's name and age;



- the date, time and place of the disclosure;
- what happened prior to the disclosure;
- exact words used by the child;
- anything that anyone has said to the child;
- details of who has been informed of the disclosure.

Either LADO or Children's Services will be contacted depending on the nature of the disclosure. LRDN would then follow their guidance, if this does not meet their criteria then LRDN would continue with their own internal investigation.

Confidentiality

Any concerns should firstly be discussed with the Designated Safeguarding Officer and may subsequently be discussed with other professionals. In order to obtain advice and guidelines at all times giving regards to the confidentiality rights of the child and family concerned. Concerns will be discussed with parents/carers; the protection of the child is paramount in any decision made by the Designated Safeguarding Officer.

If the Designated Safeguarding Officer has grave concerns about a specific injury or series of injuries a referral will be made directly to the Local Authorities Children's Social Care, using the appropriate inter-agency referral form in accordance with the booklet "What to do if you're worried a child is being abused". The initial contact with the Local Authorities will be followed in writing within 48 hours. Staff will be informed on a need to know basis.

Parents/carers under the influence of illegal substances

If members of staff suspect that a parent/carer is under the influence of drugs or alcohol when they drop off or collect their child, they have the duty to inform both the Manager and Safeguarding Designated Person. This person will be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remain priority.

Support for staff

At Little Raccoons we will offer support for staff throughout any instance of disclosure or involvement with a child suffering from abuse.

Useful Contact Numbers:

- Ofsted 0300 123 1231



Types of abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or more rarely, 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 and Working Together to Safeguard Children (2018)

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 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: ¹
Emotional states:

- Fearful
- Withdrawn
- Low self-esteem.

Behaviour:

- Aggressive
- Oppositional habitual body rocking.

Interpersonal behaviours:

- Indiscriminate contact or affection seeking
- Over-friendliness to strangers including healthcare professionals
- Excessive clinginess, persistently resorting to gaining attention
- Demonstrating excessively 'good' behaviour to prevent parental or carer disapproval



- Failing to seek or accept appropriate comfort or affection from an appropriate person when significantly distressed
- Coercive controlling behaviour towards parents or carers
- Lack of ability to understand and recognise emotions
- Very young children showing excessive comforting behaviours when witnessing parental or carer distress.

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 we do for adults abusing children, and will take advice from the appropriate bodies on this area; to support for both the victim and the perpetrator, as they could also be a victim of abuse. We know that children who develop harmful sexual behaviour have often experienced abuse and neglect themselves.

Physical abuse

Action needs to be taken if staff have reason to believe that there has been a physical abuse to a child, which may involve hitting, shaking, throwing, poisoning; burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. 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, trunk and face.

Many children will have cuts and grazes from normal childhood injuries. When children enter the nursery with an existing injury we will record the details of the injury. Any injuries that are a cause of concern will be followed up with parents and the designated safeguarding lead.

Fabricated illness

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. The parent or carer may seek out unnecessary medical treatment or investigation; they may exaggerate a real illness and symptoms or deliberately induce an illness through poisoning with medication or other substances or they may interfere with medical treatments. Fabricated illness is a form of physical abuse and any concerns will be reported, in line with our safeguarding procedures.

**Female genital mutilation (FGM)**

FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. Some ethnic groups practise this form of physical abuse as a cultural ritual. When the procedure happens is dependent on the community and it may occur shortly after birth, during childhood; during adolescence, just before marriage or during a woman's first pregnancy. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, urinary infection, septicaemia, incontinence; difficulties in childbirth, causing danger to the child and mother; and/or death.

If you have concerns about a child or family, you should contact children's social care team in the same way as other types of physical abuse. We have 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.

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 remain vigilant for the signs and symptoms in any children and families using our services and follow-up concerns following our regular safeguarding referral process.

Sexual abuse

Sexual abuse involves forcing, or enticing, a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online and technology can be used to facilitate offline abuse. Adult males do not solely perpetrate sexual abuse; women can also commit acts of sexual abuse, as can other children.

Action must be taken if a staff member witnesses an occasion(s) where a child indicates sexual activity through words, play, drawing, has an excessive preoccupation with sexual matters; or



has an inappropriate knowledge of adult sexual behaviour, or language, for their developmental age. 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 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.

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.

Emotional abuse

Working Together to Safeguard Children defines emotional abuse as the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in



danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Signs that children are being emotionally abused may include shying away from an adult who is abusing them; becoming withdrawn, aggressive or clingy in order to receive their love and attention; not having a close bond with their parent/carer; seem unconfident or anxious, or being aggressive towards others.

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. Children may also experience emotional abuse through witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

Neglect

Working Together to Safeguard Children defines Neglect as the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- a. Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- b. Protect a child from physical and emotional harm or danger
- c. Ensure adequate supervision (including the use of inadequate caregivers)
- d. Ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

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. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.



Action should be taken if the staff member has reason to believe that there has been any type of neglect of a child.

Child Criminal Exploitation (CCE)

Child Criminal Exploitation (CCE) can be described as when an individual, or group, takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. Child Criminal Exploitation does not always involve physical contact; it can also occur through the use of technology.

County Lines

County lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs from big cities into smaller towns, using dedicated mobile phone lines or other form of 'deal line.' Customers will live in a different area to where the dealers and networks are based, so drug runners are needed to transport the drugs and collect payment. They are likely to exploit children and vulnerable adults to move the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Signs that a child may be involved in county lines could be a change in behaviour, suddenly having more money or possessions; change in friendship group, withdrawing from family life, sudden change in appearance; unexplained physical injuries, staying out late or a lack of interest in school and previous positive activities.

Cuckooing

Cuckooing is a form of county lines crime in which drug dealers take over the home of a vulnerable person in order to criminally exploit them as a base for drug dealing, often in multi-occupancy or social housing properties. Signs that this is happening in a family property may be an increase in people entering or leaving the property, an increase in cars or bikes outside the home; windows covered or curtains closed for long periods, family not being seen for extended periods; signs of drug use or an increase in anti-social behaviour at the home.

If we recognise any of these signs, we will report our concerns as per our reporting process.

Contextual safeguarding-

As young people grow and develop they may be vulnerable to abuse or exploitation from outside their family. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more widely from within the wider community and/or online.



As part of our safeguarding procedures we will work in partnership with parents/carers and other agencies to work together to safeguard children and provide the support around contextual safeguarding concerns.

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.

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).

Reasons for referral may include 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 further details.

Human Trafficking and Slavery

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

Adult sexual exploitation

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

Up skirting

Up skirting involves taking a picture of someone's genitals or buttocks under their clothing without them knowing, either for sexual gratification or in order to humiliate, or distress, the individual. This is a criminal offence and any such action would be reported following our reporting procedures.



Child abuse linked to faith or belief (CALFB)

Child abuse linked to faith or belief (CALFB) can happen in families when there is a concept of belief in:

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs)
- The evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context)
- Ritual or multi murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies
- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation.

This is not an exhaustive list and there will be other examples where children have been harmed when adults think that their actions have brought bad fortune.

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) Bhama Rudrakumar.
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely.
- For children who arrive at nursery with an existing injury, a form will be completed along with the parent's/ carers explanation as to how the injury happened. Staff will have professional curiosity around any explanations given, any concerns around existing injury's will be reported.
- If appropriate, any concerns/or incidents will be discussed with the parent/carer and discussions will be recorded. Parents will have access to these records on request in line with GDPR and data protection guidelines.

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 immediately, or as soon as it is practical to do so . 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 (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, the Police or the NSPCC and report their concerns anonymously.

Designated People

We have designated people within the nursery that coordinates safeguarding and welfare issues, these people are: Jenny Beal (Nursery Manager) and Bhama Rudrakumar (Director).

The designated people are responsible for updates and developments within this field. All members of staff will attend Safeguarding Training.

Procedure in the event of an allegation being made against a member of staff or volunteer.

If an allegation is made against a member of staff, the nursery will contact LADO (Local Authority Designated Officer) to inform the local authority of the situation that occurred. If this does not meet their threshold we will carry out our internal investigation procedures.

The LADO will advise the setting on the procedures to be taken. The setting will carry out an investigation if advised and the incident will be dealt with by the manager:

- if a referred investigation is carried out, our nursery will act with accordance and guidance of LADO, to determine how this will be handled;
 - if the allegation could possibly interfere with the normal working of the nursery, the member of staff will be put on gardening leave.
 - the nursery reserves the right to suspend any member of staff on full pay during an investigation;
 - all investigations/interviews will be documented and kept in a locked file;
 - unfounded allegations will result in all rights being re-instated;
- Ofsted will be notified of a Disciplinary outcome, within 14 days.



- counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents;
- A return to work interview will be carried out.

LADO: 01992 554420

Responding to a spontaneous disclosure from a child

If a child starts to talk openly to a member of staff about abuse they may be experiencing then staff will:

- Give full attention to the child or young person
- Keep body language open and encouraging
- Be compassionate, be understanding and reassure them their feelings are important. Phrases such as 'you've shown such courage today'
- Take time and slow down: we will respect pauses and will not interrupt the child – let them go at their own pace
- Recognise and respond to their body language
- Show understanding and reflect back
- Make it clear you are interested in what the child is telling you
- Reflect back what they have said to check your understanding – and use their language to show it's their experience
- Reassure the child that they have done the right thing in telling you. Make sure they know that abuse is never their fault
- Never talk to the alleged perpetrator about the child's disclosure. This could make things a lot worse for the child.

(Information taken from NSPCC)

Any disclosure will be reported to the nursery manager or DSL and will be referred to the local authority children's social care team immediately, following our reporting procedures.

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, location
- Exact words spoken by the child (word for word) and non-verbal communication



- 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 is not the nursery's role to investigate, it is the role of statutory services to complete this.

Staff involved in a safeguarding case 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, child or member of staff.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents 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 to happen. 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.

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. All staff, students and volunteers are bound by confidentiality and any information will not be discussed out of work, or this will become a disciplinary matter.



The Nursery has due regard to the data protection principles as in the Data Protection Act 2018 and General Data Protection Regulations (GDPR)². These do not prohibit the collection and sharing of personal information, even without consent if this would put the child at further risk. We will follow the principles around data collection and information sharing, and ensure any information is recorded and shared in an appropriate way.

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 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.

Record Keeping

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate and 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.

The Nursery keeps appropriate records to support the early identification of children and families that would benefit from support. Factual records are maintained in a chronological order with parental discussions. Records are reviewed regularly by the DSL to look holistically at identifying children's needs.

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 should please inform the nursery prior to their children taking holidays or days off, and all incidents of sickness absence should be reported to the nursery the same day so the nursery management are able to account for a child's absence.

2

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf



This should not stop parents taking precious time with their children, by keeping us informed parents can help us to meet our statutory requirements and let us know that children are safe.

If a child has not arrived at nursery within one hour of their normal start time the parents will be called to ensure the child is safe and healthy. If the parents are not contactable then the emergency contacts numbers listed will be used to ensure all parties are safe. Staff will work their way down the emergency contact list until contact is established and we are made aware that all is well with the child and family. It is a parent's responsibility to keep their emergency contact details updated.

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 safe and well.

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 or on an interim or full care order)
- Contact arrangements for the biological parents (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 follow safer recruitment practices including obtaining references and all staff employed to work with children will have enhanced criminal record checks from the Disclosure and Barring Service (DBS) before being able to carry out intimate care routines or be left unsupervised with children.

We will obtain enhanced criminal records checks (DBS) for volunteers in the setting. Volunteers and visitors will never have unsupervised access to 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 local authority children's social care team's, the local safeguarding children partnership and Ofsted to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

Ongoing suitability of staff is monitored through:

- regular supervisions
- peer observations
- annual declaration of staff suitability
- safeguarding competencies
- regular review of DBS using the online update service

Designated Safeguarding Lead

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 the opening hours of the setting. The 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 of the staff team with regular safeguarding updates.

The Designated Safeguarding Leads (DSL) at the nursery are the Nursery Manager, Deputy Manager and Bhama Rudrakumar.

The role of the Designated Safeguarding Lead: [Edit/amend as appropriate to your DSL's role in the setting]

- Ensure that the settings safeguarding policy and procedures are reviewed and developed in line with current guidance; and develop staff understanding of the settings safeguarding policies
- Take the lead on responding to information from the staff team relating to child protection concerns



- Provide advice, support and guidance on an on-going basis to staff, students and volunteers.
- To identify children who may need early help or who are at risk of abuse
- To help staff to ensure the right support is provided to families
- To liaise with the local authority and other agencies with regard to child protection concerns
- Ensure the setting is meeting the requirements of the EYFS Safeguarding requirements
- To ensure policies are in line with the local safeguarding procedures and details
- Disseminate updates to legislation to ensure all staff are kept up to date with safeguarding practices
- To manage and monitor accidents, incidents and existing injuries; ensuring accurate and appropriate records are kept
- Attend meetings with the child's key person
- Attend case conferences and external safeguarding meetings, as requested, by external agencies.

The Nursery safeguards children and staff by;

- Providing adequate and appropriate staffing resources to meet the needs of all children
- Informing applicants for posts within the nursery 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
- Giving staff members, volunteers and students regular opportunities during supervisions and having an open-door policy 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.
- Requesting DBS checks on an annual basis and when one to ones are carried out/or we use the DBS update service (with staff consent) to re-check staff's criminal history and suitability to work with children at regular intervals
- Abiding 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
- Ensuring we receive at least two written references BEFORE a new member of staff commences employment with us



- Ensuring all students will have enhanced DBS checks completed before their placement starts
- Volunteers, including students, do not carry out any intimate care routines and are never left to work unsupervised with children
- Abiding by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 (amended 2018) in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern will be reported to the Disclosure and Barring Services (DBS)
- Having procedures for recording the details of visitors to the nursery and take security steps to ensure that no unauthorised person has unsupervised access to the children
- Ensuring all visitors/contractors are supervised whilst on the premises, especially when in the areas the children use
- Staying vigilant 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
- Having a Staff Behaviour Policy 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
- Ensuring that staff are aware not to contact parents/carers and children through social media on their own personal social media accounts and they will report any such incidents to the management team to deal with
- Ensuring that all staff have access to, and comply with, the whistleblowing policy which provides information on how they can share any concerns that may arise about their colleagues in an appropriate manner. We encourage a culture of openness and transparency, and all concerns are taken seriously
- Ensuring all staff are aware of the signs to look for of inappropriate staff behaviour, this 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
- Ensuring all staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training, safeguarding concerns and any needs for further support or training



- Having 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 identified. 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. Concerns are raised with the designated lead and dealt with in an appropriate and timely manner
- Ensuring 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 ajar 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.

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.

Early help services

When a child and/or family would benefit from support but do not meet the threshold for Local Authority Social Care Team, a discussion will take place with the family around early help services.

Early help provides support as soon as a concern/area of need emerges, helping to improve outcomes and prevent escalation onto local authority services. Sometimes concerns about a child may not be of a safeguarding nature and relate more to their individual family circumstances. The nursery will work in partnership with parents/carers to identify any early help services that would benefit your child or your individual circumstances, with your consent, this may include family support, foodbank support, counselling or parenting services.



Online Safety Policy

Our nursery is aware of the growth of internet and the advantages this can bring. However, it is also aware of the dangers it can pose, and we strive to support children, staff and families to use the internet safely.

Keeping Children Safe in Education categorises online safety into three areas of risk:

- Content: being exposed to illegal, inappropriate or harmful material
- Contact: being subjected to harmful online interaction with other users; and
- Conduct: personal online behaviour that increases the likelihood of, or causes, harm.”

The Designated Safeguarding Lead is ultimately responsible for online safety concerns. All concerns need to be raised as soon as possible to.

Within the nursery we aim to keep children, staff and parents safe online. Our safety measures include:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and update them regularly
- Ensure content blockers and filters are on all our devices, e.g. computers, laptops, tablets and any mobile devices
- Ensuring all devices are password protected. Passwords should be kept safe and secure, changed regularly and are not written down
- Monitoring all internet usage across the setting
- Providing secure storage of all nursery devices at the end of each day
- Ensuring no social media or messaging apps are installed on nursery devices
- Reviewing all apps or games downloaded onto devices ensuring they are age and content appropriate
- Using only nursery devices to record/photograph children in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk)
- Teaching children how to stay safe online and report any concerns they have
- Ensuring children are supervised when using internet connected devices
- Using tracking software to monitor suitability of internet usage (for older children)
- Not permitting staff or visitors to access to the nursery Wi-Fi



- Talking to children about 'stranger danger' and deciding who is a stranger and who is not; comparing people in real life situations to online 'friends'
- When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them
- Providing training for staff, at least annually, in online safety and understanding how to keep children safe online. We encourage staff and families to complete an online safety briefing, which can be found at <https://moodle.ndna.org.uk>
- Ensuring all staff abide by an acceptable use policy; instructing staff to use the work IT equipment for matters relating to the children and their education and care. No personal use will be tolerated (see acceptable IT use policy)
- Children's screen time is monitored to ensure they remain safe online and have access to material that promotes their development. We will ensure that their screen time is within an acceptable level and is integrated within their programme of learning
- The nursery is aware of the need to manage our digital reputation, including the appropriateness of information and content that we post online, both professionally and personally. This is continually monitored by the setting's management
- All electronic communications between staff and parents should be professional and take place via the official nursery communication channels, e.g. the setting's email addresses and telephone numbers. This is to protect staff, children and parents.

If any concerns arise relating to online safety, then we will follow our safeguarding policy and report all online safety concerns to the DSL.

The DSL will make sure that:

- All staff know how to report a problem and when to escalate a concern, including the process for external referral
- All concerns are logged, assessed and actioned in accordance with the nursery's safeguarding procedures
- Parents are supported to develop their knowledge of online safety issues concerning their children via our open-door policy and by email.
- Parents are offered support to help them talk about online safety with their children using appropriate resources
- Parents are signposted to appropriate sources of support regarding online safety at home and are fully supported to understand how to report an online safety concern.
- Staff have access to information and guidance for supporting online safety, both personally and professionally



- Under no circumstances should any member of staff, either at work or in any other place, make, deliberately download, possess, or distribute material they know to be illegal, for example child sexual abuse material

Use of Mobile Phones and Cameras Policy (Safeguarding Policy)

Little Raccoons Day Nursery accept that mobile phones are a part of everyday life for parents, carers and for staff. This policy is part of the nursery's wider commitment to safeguarding the welfare of children and vulnerable adults and is a requirement of the New Early Years Foundation Stage 2017. This policy is linked to Little Raccoons Policy on Safeguarding.

This policy refers to all electronic devices able to take pictures, record videos, send or receive calls and messages. This includes cameras, mobile telephones, tablets and any recording devices including smartwatches. More and more devices are technically, capable of connecting us to the outside world. We will adapt the policy to include all devices we deem necessary to safeguard children.

Mobile phones and other devices that accept calls, messages and video calling:

At Little Raccoons Day Nursery, we promote the safety and welfare of all children in our care. We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education.

To ensure the safety and well-being of children we do not allow staff to use personal mobile phones, smartwatches and/or Fitbits during working hours.

We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings.

This policy should be used in conjunction with our online safety and acceptable IT use policies, to ensure children are kept safe when using the nursery devices online.

Staff must adhere to the following:

- Mobile phones/smartwatches/Fitbits are either turned off or on silent and not accessed during your working hours
- Mobile phones/smartwatches/Fitbits can only be used on a designated break and then this must be away from the children



- Mobile phones/smartwatches/Fitbits should be stored safely in the office at all times during the hours of your working day
- No personal device is allowed to be connected to the nursery wifi at any time
- The use of nursery devices, such as tablets, must only be used for nursery purposes
- The nursery devices will not have any social media or messaging apps on them
- Any apps downloaded onto nursery devices must be done only by management. This will ensure only age and content appropriate apps are accessible to staff, or children using them
- Passwords/passcodes for nursery devices must not be shared or written down, and will be changed regularly
- During outings, staff will use mobile phones belonging to the nursery wherever possible. Photographs must not be taken of the children on any personal phones or any other personal information storage device. Only nursery owned devices will be used to take photographs or film videos
- Nursery devices will not be taken home with staff and will remain secure at the setting when not in use. If a device is needed to be taken home due to unforeseen circumstances, then the person taking this device home must ensure it is securely stored and not accessed by another other individual and returned to nursery as soon as practically possible

Parents' and visitors' use of mobile phones and smartwatches

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day. However, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children. If you are found to be using your phone inside the nursery premises you will be asked to finish the call or take the call outside.

We do this to ensure all children are safeguarded and the time for dropping off and picking up is a quality handover opportunity where we can share details about your child.

Visitors are requested to leave their mobile phones or smart watches in the safety of the office where they will be locked away safely.

Parents are requested not to allow their child to wear or bring in devices that may take photographs or record videos or voices. This includes smart watches with these capabilities,



such as Vtech. This ensures all children are safeguarded and also protects their property as it may get damaged or misplaced at the nursery.

Photographs and videos

At Little Raccoons Day Nursery we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings (including CCTV) taken of children in our nursery are only done with prior written permission from each child's parent and only share photos with parents in a secure manner. We will obtain this permission when each child is registered and update it on a regular basis to ensure that this permission is still valid.

We ask for individual permissions for photographs and video recordings for a range of purposes including: use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure and the local press; and for security in relation to CCTV and the different social media platforms we use. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey. Photographs and videos will not be taken in areas where intimate care routines are carried out.

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

Staff are not permitted to take any photographs or recordings of a child on their own information storage devices e.g. cameras, mobiles, tablets or smartwatches and may only use those provided by the nursery. The nursery manager will monitor all photographs and recordings to ensure that the parents' wishes are met, and children are safeguarded.

Photographs or videos recorded on nursery mobile devices will be transferred to the correct storage device to ensure no images are left on these mobile devices.

Parents, and children, are not permitted to use any recording device or camera (including those on mobile phones or smartwatches) on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain individual permission for each



child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas without permission from parents of all the children included in the picture.

Applicable for settings using Online Learning Journals only

At Little Raccoons Day Nursery, we use tablets in the rooms to take photos of the children and record these directly on to their electronic learning journeys. We ensure that these devices are used for this purpose only and do not install applications such as social media or messaging sites on to these devices.

We also do routine checks to ensure that emails and text messages (where applicable) have not been sent from these devices and remind staff of the whistleblowing policy if they observe staff not following these safeguarding procedures.

Social Networking

Social media is becoming a large part of the world we live in and as such at Little Raccoons Day Nursery, we need to make sure we protect our children by having procedures in place for safe use.

We use Facebook to share pictures of the activities the children have accessed at nursery. In order to safeguard children, we will:

- Ensure all children in the photographs or posts have the correct permissions in place from their parent / carer
- Not allow others to post on our Facebook page, i.e. only management can post on the page, only parents / family / carers who have been invited to join the group can view and comment on the posts
- Monitor comments on all posts and address any concerns immediately.

Staff use of social media

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents or children.

- When using social networking sites such as Facebook or Instagram staff must:
- Not name the setting they work at
- Not make comments relating to their work or post pictures in work uniform
- Not send private messages to any parents/family members



- If a parent asks questions relating to work via social networking sites, then staff should reply asking them to come into the setting or contact the manager
- Ensure any posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e. foul language)
- Report any concerning comments or questions from parents to the manager/safeguarding lead
- Follow the staff behaviour policy
- Not post anything that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way
- Not belong to our closed Facebook group if linked to a personal account
- Not like or share any of our Facebook posts
- Not be connected to the nursery Facebook / Instagram account in any manner

If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

All electronic communications between staff and parents should be professional and take place via the official nursery communication channels, e.g. work emails and phone numbers. This is to protect staff, children and parents.

Parents and visitors' use of social networking

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publically or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents not to:

- Send friend requests to any member of nursery staff
- Screen shot or share any posts or pictures from the nursery on social media platforms (these may contain other children in the pictures)
- Post any photographs to social media that have been supplied by the nursery with other children in them (e.g. Christmas concert photographs or photographs from an activity at nursery).

We ask parents to:

- Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents' policy, complaints procedures and grievance policy).



Acceptable IT Use Policy

Legislation

- Data Protection Act 2018
- General Data Protection Regulation (Regulation (EU) 2016/679)

Related Policies

- Whistleblowing
- Social Networking
- Safeguarding Children/Child Protection
- Online Safety

This Policy describes the rights and responsibilities of staff using resources, such as computers, tablets, the internet, landline and mobile telephones, and other electronic equipment. It explains the procedures you are expected to follow and makes clear what is considered acceptable behaviour when using them. These devices are a vital part of our business and should be used in accordance with our policies in order to protect children, staff and families.

Security and passwords

All electronic devices will be password protected and passwords will be updated on a regular basis. Passwords for our systems are confidential and must be kept as such. You must not share any passwords with any other person; in particular you must not allow any other staff member to know or use our password.

Email

We expect all staff to use their common sense and good business practice when using email. As email is not a totally secure system of communication and can be intercepted by third parties, external email should not normally be used in relation to confidential transactions. Emails must not be used to send abusive, offensive, sexist, racist, disability-biased, sexual orientation based or defamatory material, including jokes, pictures or comments which are potentially offensive. Such use may constitute harassment and/or discrimination and may lead to disciplinary action up to and including summary dismissal. If you receive unwanted messages of this nature, you should bring this to the attention of your Manager.

Internet access

You must not use the internet facilities to visit, bookmark, download material from or upload material to inappropriate, obscene, pornographic or otherwise offensive websites. Such use



constitutes misconduct and will lead to disciplinary action up to and including summary dismissal in serious cases.

Each employee has a responsibility to report any misuse of the internet or email. By not reporting such knowledge, the employee will be considered to be collaborating in the misuse. Each employee can be assured of confidentiality when reporting misuse.

Personal use of the internet, email and telephones

Any use of our electronic communication systems (including email, internet and telephones) for purposes other than the duties of your employment is not permitted.

Emergency personal calls need to be authorised by the manager and where possible, be made on your own personal mobile phone outside the nursery.

Disciplinary action will be taken where:

- the privilege of using our equipment is abused; or
- unauthorised time is spent on personal communications during working hours.

Data protection

When using any of our systems employees must adhere to the requirements of the General Data Protection Regulation 2018 (GDPR). For more information see our Data Protection and Confidentiality Policy.

Downloading or installing software

Employees may not install any software that has not been cleared for use by the manager onto our computers or systems. Such action may lead to disciplinary action up to and including summary dismissal in serious cases.

Using removable devices

Before using any removable storage, media which has been used on hardware not owned by us (e.g. USB pen drive, CDROM etc.) the contents of the storage device must be virus checked.

Removable devices must not be taken home unless under exceptional circumstances and authorised to do so by the management team, with prior written permission and risk assessment in place.



Allegation Against Staff Policy - Managing Allegations of Abuse against Staff Policy

Introduction

It is essential that any allegation of abuse made against a member of staff , students on placement, volunteers, bank staff in our setting is dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation. The procedures outlined in this policy will be followed alongside the nursery's complaints procedure and child safeguarding policy.

Whistle blowing

All staff and volunteers should understand what to do if they receive an allegation against another member of staff or they themselves have concerns about the behaviour of another member of staff. It is our policy that all allegations will be reported straight away, to the Manager, or to the Nursery Director in cases where the Manager is absent or is the subject of the allegation or concern.

This policy follows the Government guidance in chapter 5 of 'Safeguarding Children and Safer Recruitment in Education 34 'LSE Nursery also adopts the Government guidance - "Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children" (2015), which sets out the framework for managing cases of allegations of abuse against people who work with children.

Purpose

This policy will be adopted in respect of allegations that might indicate that a person is unsuitable to continue to work with children in their present position, or in any capacity. The Nursery's complaints and child protection procedures will be followed alongside this policy.

This policy will be used in respect of all cases in which it is alleged that a member of staff (including a volunteer, student) has:

- behaved in a way that has harmed a child, or *may* have harmed a child (see Child Safeguarding Policy for definition of harm);
- possibly committed a criminal offence against or related to a child; or,
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children. This will include cases of verbal abuse.



There may be up to 3 strands in the consideration of an allegation:

- a police investigation of a possible criminal offence;
- enquiries and assessment by children's social care about whether a child is in need of protection or in need of services;
- consideration by the Nursery of disciplinary action in respect of the individual.
 - The nursery reserves the right to suspend any member of staff during an investigation, Legal advice will be sought to ensure compliance with the law.

Supporting those Involved

Parents or carers of a child or children involved will be told about the allegation as soon as possible if they do not already know of it. They will also be kept informed about the progress of the case, and told the outcome where there is not a criminal prosecution. That includes the outcome of any disciplinary process. Parents / carers will be notified in accordance with police guidance. The deliberations of a disciplinary hearing, and the information taken into account in reaching a decision, cannot normally be disclosed, but the parents or carers of the child will be told the outcome.

In cases where a child may have suffered significant harm, or there may be a criminal prosecution, children's social care, or the police as appropriate, will be consulted by the Director to consider what support the child or children involved may need. The Director and Manager will also keep the person who is the subject of the allegations informed of the progress of the case and consider what other support is appropriate for the individual. If the person is suspended, the Director and Manager will also keep the individual informed about developments at the nursery. If the person is a member of a union or professional association s/he will be advised to contact that body at the outset.

Confidentiality

Every effort will be made to maintain confidentiality and guard against publicity while an allegation is being investigated/considered.

Resignations and "Compromise Agreements"

The fact that a person tenders his or her resignation, or ceases to provide their services, will not prevent an allegation being followed up in accordance with these procedures. Every effort will be made to reach a conclusion in all cases of allegations bearing in mind the safety or welfare of children including any in which the person concerned refuses to cooperate with the process.

Wherever possible the person will be given a full opportunity to answer the allegation and make representations about it. The process of investigating the allegation and reaching a



judgement about whether it can be regarded as substantiated will continue even if the person does not cooperate.

Similarly, so called "compromise agreements" by which a person agrees to resign, the nursery agrees not to pursue disciplinary action, and both parties agree a form of words to be used in any future reference, will not be used in cases of alleged child abuse. In any event, such an agreement will not prevent a thorough police investigation where that is appropriate. Furthermore, it will not override the statutory duty to make a referral to the Independent Safeguarding Authority (ISA) for consideration of placing the person's name on the Children's Barred List where circumstances require that.

Record Keeping

A clear and comprehensive summary of any allegations made, details of how the allegation was followed up and resolved, and a note of any action taken and decisions reached, will be kept on a person's confidential personnel file, and a copy provided to the person concerned. The purpose of the record is to enable accurate information to be given in response to any future request for a reference if the person has moved on.

It will provide clarification in cases where a future DBS Disclosure reveals information from the police about an allegation that did not result in a criminal conviction. In addition, it will help to prevent unnecessary re-investigation if, as sometimes happens, an allegation re-surfaces after a period of time. The record will be retained at least until the person has reached normal retirement age or for a period of 10 years from the date of the allegation, if that is longer.

Timescales

It is in everyone's interest to resolve cases as quickly as possible consistent with a fair and thorough investigation. Every effort will be made to manage cases to avoid any unnecessary delay.

Initial Considerations

The Local Authority Designated Officer (LADO) should be informed, by the manager of all allegations of abuse against staff on the same day, even where the police are contacted directly.

The manager will inform the accused person about the allegation as soon as possible after consulting Nursery Director and the LADO. However, where a strategy discussion is needed, or where police or children's social care need to be involved, the manager will not do that until those agencies have been consulted, and have agreed what information can be disclosed to the person. If the person is a member of a union or professional association s/he will be advised to contact that organisation at the outset.



If the allegation is not demonstrably false or unfounded, and there is cause to suspect a child is suffering or is likely to suffer significant harm, a strategy discussion will be convened by the Manager with the LADO and other appropriate agencies, such as the police and social services. In cases where a formal strategy discussion is not considered appropriate because the threshold of "significant harm" is not reached, but a police investigation might be needed, the Manager will consult with the LADO, police and any other agencies involved with the child to evaluate the allegation and decide how it should be dealt with.

(The police will be consulted about any case in which a criminal offence may have been committed.)

If the allegation is about physical contact, the strategy discussion or initial evaluation with the police will take account of the fact that nursery staff are entitled to use reasonable force to control or restrain children in certain circumstances, including dealing with disruptive behaviour, under s.93 of the Education and Inspections Act 2006.

The LADO and the manager may conclude that the complaint or allegation, investigated by police and/or enquiries by social care are not necessary. In these circumstances the options open to the nursery depend on the nature and circumstances of the allegation and the evidence and information available, and will range from taking no further action to summary dismissal or a decision not to use the person's services in future.

Suspension

Suspension will be considered in any case where there is cause to suspect a child is at risk of significant harm, or the allegation warrants investigation by the police, or is so serious that it might be grounds for dismissal. The power to suspend is vested in the Manager and the Director. However, they will speak to the LADO who may canvass police/social care views about whether the accused member of staff needs to be suspended from contact with children, to inform the nursery's consideration of suspension.

Action on Conclusion of a Case

If the allegation is substantiated and the person is dismissed or the nursery ceases to use the person's services, or the person resigns or otherwise ceases to provide his/her services, the Manager will determine with the LADO whether a referral to OFSTED is required or advisable. The nursery must report to OFSTED, any person (whether employed, contracted or a volunteer) whose services are no longer used because he or she is considered unsuitable to work with children. This report will be made within one month of the decision to cease using the services of that person.

In cases where it is decided on the conclusion of the case that a person who has been suspended can return to work the nursery will consider how best to facilitate that. We



appreciate that most people will benefit from some help and support to return to work after a very stressful experience. Depending on the individual's circumstances, a phased return and/or the provision of a mentor to provide assistance and support in the short term may be appropriate. The nursery will also consider how the person's contact with the child or children who made the allegation can best be managed if they are still attending the nursery.

Action in Respect of False Allegations

If an allegation is determined to be false, the manager will refer the matter to children's social services to determine whether the child concerned is in need of services, or may have been abused by someone else. In the rare event that an allegation is shown to have been deliberately invented or malicious, the manager will consider whether any disciplinary action is appropriate against the staff/child who made it, or the police should be asked to consider whether any action might be appropriate against the person responsible if s/he was not a child.

A return to work plan will be put in place for any member of staff returning to work after an allegation has been deemed unfounded. Individual support will be offered to meet the needs of the individual staff member and the nature of the incident; this may include more frequent supervisions, coaching and mentoring and external support.

Parents as Partners Policy

At Little Raccoons Day Nursery we believe in the benefits of parents/carers and nursery partnership for the benefit of the children. Our team welcomes parents/carers as partners and this relationship needs to be built up on trust and understanding. We support this partnership by:

- recognising and supporting parents/carers as their child's first and most important educators;
- warmly welcoming all parents/carers into the nursery at any time;
- sharing with parents/carers all information the nursery holds on the child;
- ensuring that all new families are aware of our nursery's policies and procedures, a detailed brochure with terms and conditions will be provided and our full policy documents will be available at all times as they will be kept in the entrance hall of the nursery;
- holding 'Open Days' and 'Parents Evenings' during the year;
- distributing monthly newsletters;
- operating a key person system and key person buddy system;



- informing parents/carers on a regular basis about their children's progress and involve them in their children's planning;
- providing opportunities for parents/carers to contribute their own skills, knowledge and interests to the activities in the nursery;
- informing all parents of the systems for registering queries, complaints and suggestions. All parents to have access to our Complaint Policy and Procedures;
- providing opportunities for parents to learn about the Early Years Foundation Stage and Child Development;
- respecting the religious and cultural backgrounds, accommodating any special requirements wherever possible;
- providing regular questionnaires and a suggestion box, encouraging parents to participate and share their views and opinions.

Registration

During the registration it is important that the nursery collects information on both parents of the child and information on who has the parental responsibility. The nursery requests that all details are logged on the enrolment forms prior to the child's start date.

Related Legislation: The Human Rights Act, The Education Act (1996), The Children's Act (2004) and EYFS.

Intimate Care

At Little Raccoons Day Nursery, we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance.

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

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key person with the exception of first aid treatment which must be carried out by a qualified first aider.

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



- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works
- Ensuring all staff undertaking intimate care routines have suitable enhanced DBS checks
- Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, i.e. first aid training, specialist medical support
- Ensuring children are afforded privacy during intimate care routines whilst balancing this with the need to safeguard children and staff. No nappies will be changed, or intimate routines take place behind closed doors
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the Parent and Carers as Partners Policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of safeguarding/child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the safeguarding/child protection policy
- Operating a whistleblowing policy to help staff raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery
- Conducting working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines
- Conducting regular risk assessments on all aspects of the nursery operation including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.



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

Inclusion and Equality Policy

Little Raccoons Day Nursery demonstrates through all our work with children that we treat each child and person as an individual in their own rights, without regard to their sex, age, race, religion, colour, creed, marital status, disability, sexual orientation, ethnic or national origin. We will ensure that your child receives equality of access and opportunity by offering choices wherever possible, respecting and valuing the diversity of the local community.

All aspects of play and provision reflect a wide range of cultures. All books, toys, equipment, stories and pictures will be selected to show people of all races and cultures, avoiding any kind of racial or sexist stereotyping. All family compositions will be considered and respected. All lifestyles will be celebrated and represented in a positive way. Equipment and play activities will be adapted, if possible, to enable the participation of children with disabilities and learning difficulties. Our staff provides positive role models and promote positive images throughout the setting and activities. It is part of the induction with members of staff, students, volunteers and parents to acknowledge and understand their role within this policy.

Our Inclusion and Equality Policy extends throughout the setting, Little Raccoons Day Nursery is an equal opportunities employer and is committed to opposing all forms of discrimination in the workplace. This reflects in our recruitment procedures, we ensure that new staff are selected, trained, promoted and managed in a fair and equitable way consistent with their skills, aptitudes and abilities.

All parents will discuss their child's needs and requirements with their key person and management prior to the child's start date.

Any alleged discriminatory behaviour will be investigated and may be dealt with under the disciplinary procedure.

Positive Images

We will promote, look for and check for positive images within our equipment and resources.

Positive reflection of:

- age;
- family diversity;
- culture;
- male and female roles;



- disabilities;
- colour;
- self-image;
- role models;
- Language;
- Ethnic origins.

Related Legislation: Equality Act (2010), The Sex Discrimination Act (1975/1986), The Race Relations Act (1976/2000), EYFS.

Special Educational Needs Policy (SEN)

Definition of Special Educational Needs:

"A child has special educational needs if he or she has a learning difficulty which calls for special educational provision to be made for him or her." SEN Code of Practice (2001:3)

"... A person has a disability for the purposes of this Act if he or she has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities." Disability Discrimination Act (1995)

Policy statement

We are committed to the inclusion of all children. All children have the right to be cared for and be educated to develop to their full potential alongside each other through positive experiences to enable them to share opportunities and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs. We acknowledge that all children who have a disability may not have a special educational need.

SEN Policy

Our nursery works alongside parents/carers in the provision for their child's individual needs, to enable us to help children develop their skills accordingly. We are committed to working with any child who has a specific need or disability to enable every child to make full use of the nursery's facilities. All children have the right to broad and well-balanced learning environment. At Little Raccoons Day Nursery, we take steps to ensure that children with medical conditions get the support required to meet those needs. This is set out in the EYFS framework.



Little Raccoons Day Nursery puts in practice the fundamental principles of the New SEN Code of Practice (2015) on the identification and assessment of Special Educational Needs. In this implementation we will seek to take advantage of advice and training, from the support structures within the Borough:

- Area SENCO team
- Early Years Intervention Team

We will take advantage of local SEN resource and equipment libraries in the Borough.

We will use CAF (Common Assessment Framework) form when needed. All CAF forms will be sent to the Borough's representative for assessment and guidance.

"The CAF is a standardised approach to conducting an assessment of a child's additional needs and deciding how those needs should be met." CDWC (2010)

We encourage positive working relationships between our setting and other agencies that may be working with a child. We will maintain on-going review and monitoring of training needs for members of staff.

Assess, Plan, Do and Review

"In identifying a child as needing SEN support, the early years practitioner, working with the setting SENCO and the child's parents, will have carried out an analysis of the child's needs. This initial assessment should be reviewed regularly to ensure that support is matched to need.

Where it is decided to provide SEN support, and having formally notified the parents, the practitioner and the SENCO should agree, in consultation with the parent, the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behaviour, and a clear date for review. Plans should take into account the views of the child.

The Early Years Practitioner, usually the child's key person, remains responsible for working with the child on a daily basis. With support from the SENCO, they should oversee the implementation of the interventions or programmes agreed as part of SEN support. The SENCO should support the practitioner in assessing the child's response to the action taken, in problem solving and advising on the effective implementation of support.

The effectiveness of the support and its impact on the child's progress should be reviewed in line with the agreed date. The impact and quality of the support should be evaluated by the practitioner and the SENCO working with the child's parents and taking into account the child's views. They should agree any changes to the outcomes and support for the child in light of the



child's progress and development. Parents should have clear information about the impact of the support provided and be involved in planning next steps". (SEND Code of Practice 2015)

Local Offer

"The local offer provides parents with information regarding the support they expect to be available for local children and young people with special educational needs (SEN) or disabilities;

- preparing and reviewing the Local Offer, including involving children, young people and parents and those providing services
- publishing the Local Offer
- publishing comments on the Local Offer and the action to be taken in response
- what **must** be included in the Local Offer
- information, advice and support

The local offer has two key principles;

- To provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it.
- To make provision more responsive to local needs and aspirations by directly involving disabled children and those with SEN and their parents, and disabled young people and those with SEN, and service providers in its development and review". (SEND Code of Practice 2015).

SENCO

"Providers in receipt of funding for the provision of free nursery places must appoint a setting based Special Educational Needs Co-ordinator (SENCO)". (Code of Practice on the provision of free Early Years Educational places for three and four years olds 2004/5)

Little Raccoons Day Nursery has an identified SENCO who is responsible for ensuring that the SEN Policy is implemented and that our setting works in line with the New SEN Code of Practice (2015). The SENCO will ensure the correct identification; assessment and support are in place. Our SENCO is directly linked to all outside agencies and is the first information point on all issues relating SEN matters.

We will promote equal opportunities with a balanced curriculum for all children within our setting and discuss any particular needs of a child before admission, on-going evaluation of all resources will allow for adaptation and continuous improvement as necessary.

At Little Raccoons Day Nursery we recognise the importance of parental and setting partnership for the benefit of children's learning and development, therefore we operate an



open door policy, parents/carers are invited to come in and discuss their child's progress with a member of staff or SENCO at any time.

We will:

- ensure parents are kept fully informed about their children;
- take into account all information shared between the setting and parents;
- involve parents in their child's Individual Educational Plan (IEP) and other paperwork;
- maintain and respect confidentiality.

Early Years Action

It is deemed as Early Years Action the actions needed to help children to make progress in their learning and development that are additional to or different from those already being provided by our curriculum.

All strategies and actions we take will be recorded on a Learning Support Plan (LSP). The LSP will be monitored by the SENCO, key person and parents/carers.

Our SENCO is:

Related Legislation: Special Educational Needs and Disability Code of Practice (2015), Equality Act (2010), The Education Act (1996/2005), The Children's Act (1989/2004), Childcare Act (2006), EYFS.

Visitors, Volunteers and Students Policy

Visitors

During the opening hours, access to the nursery is restricted and secure, visitors are welcome at our setting and information on basic procedures will be shared on arrival by one of our members of staff.

At Little Raccoons Day Nursery

- be aware that you will not be left alone and unsupervised with children, at any time of your visit;
- signing in: date, time in, your name, organisation, purpose of visit;
- signing out: time out and signature;
- observe our Non-smoking Policy and no mobile phone policy.
- pay attention to our Fire Evacuation Procedures, this will be explained to you;
- records of the attendance register will be kept for at least 2 years.



Trainees and Volunteers

We welcome trainees and volunteers and acknowledge the diversity of skills and help they share with the nursery. In regards to trainees and volunteers:

- before starting their placement they must present a photo ID, proof of address, recent DBS and a letter from the training provider;
- before starting they will go through a thorough induction program which highlights the Policies and Procedures of our setting;
- they will be assigned a Mentor, a senior member of staff that will supervise the student/volunteer during their placement with us;

Related legislations: The Children's Act (1979/2004) and EYFS.

Behaviour Management Policy

At Little Raccoons Day Nursery children are encouraged to be sociable, interactive and to behave appropriately, respecting other children and staff. Our members of staff will provide a positive discipline and will act with consistency when dealing with bad behaviour, always will promoting good behaviour and praising good manners. Children need to have set limits and boundaries for their own safety and the safety of other around them. Children are encouraged to recognize that all forms of bullying, biting, fighting, hurting, racist comments and inappropriate language are unacceptable.

Inappropriate behaviour in the setting will be handled in a fair way the setting and discussed with parents/carers.

It will always be made clear to the child or children concerned that it is the behaviour and not the child that is unwelcome.

Biting

Biting is a common phase that children go through and is combatable. Under no circumstances a child who bites other will be separated from the group, but will be shadowed by members of staff who will interfere if a situation occurs.

Procedures for dealing with the bitten child:

- make sure the child is comforted, reassure them whilst dealing with the wound, wearing gloves (see Health and Safety Policy);
- apply wet compress to the wound if possible;



- complete Accident/Incident form for both of the children involved;
- when reporting to the child's parents/carers the name of the child who has bitten must not be mentioned.

Procedures for dealing with the child who has bitten:

- the child must acknowledge that the behaviour was unacceptable;
- Nursery staff will observe the child's behaviour to try and determine why the incident took place.
- parents/carers must be informed the same day;
- the nursery must respect parents/carers and the child's confidentiality.
- if the unwanted behaviour will continue all the incidents will be recorded on the Biting Record form;

Positive Discipline

We promote positive discipline by:

- rewarding good behaviour;
- encouraging self-discipline and respect for others;
- setting realistic limits and boundaries to age and stage of development;
- setting good examples;
- encouraging and not ordering children;
- being consistent;
- praising, appreciating and giving attention;
- building children's self-esteem;
- working in partnership with parents.

Working with parents

We will inform parents/carers of any unacceptable behaviour no matter how minor, we will also inform parents/carers on how we have dealt with the bad behaviour and the outcome. Parents/carers could be invited for a meeting with the nursery in regards to their child's behaviour pattern, so together, with consistency, the nursery and home can offer encouragement for the child to stop misbehaving. If additional advice is requested the parents/carers consent will be sought.

If a parent/carer refuses to acknowledge their child's behaviour or seeks to justify it, our nursery will insist that actions are taken to stop the behaviour. If there is no changes in such behaviour, the child could be excluded from the nursery.



Parents/carers should feel free to discuss their concerns with the nursery. All matters will be treated with strict confidence.

Procedures on dealing with unacceptable behaviour:

In situations where children have used inappropriate language, they will be:

- encouraged not to use such language and staff will explain, in an age appropriated way that the language is not acceptable;
- when children use unacceptable language parents will be informed in writing and we will work together to encourage children to stop the use of this bad language.

Where a child displays inappropriate behaviour and being disruptive, they will:

- be spoken to, they will be encouraged not to repeat the same behaviour and can continue to play with peers;
- if the behaviour continues the child will be removed from the area, spoken to, have a moment to think (according to age and development) and will return to apologise;
- staff will act with consistency until the child understands that the behaviour is disturbing and can hurt others.

We will always have the child's best interest as paramount and will be very supportive towards children and families.

Related legislation: Special Educational Needs and Disability Code of Practice (2015), Equality Act (2010), The Education Act (1996/2005), The Children's Act (1989/2004), Childcare Act (2006) and EYFS.

Well-being in the Nursery

Well-being is a broad term that covers how you feel about yourself and your life. It encompasses the physical, emotional (and mental), social and spiritual areas of a person. Under the EYFS this is covered in the children's personal, social, emotional development and physical development. Both of which are prime areas of learning.

Physical well-being covers everything physical to do with the body:

- Growth and development
- Moving and keeping physically fit
- Caring for your health (e.g. washing, cleaning teeth, etc.)



- Eating a balanced and nutritious diet
- Rest and appropriate sleep patterns.

Mental and emotional well-being includes:

- Acknowledging, expressing and coping with feelings and emotions
- Thought processes
- Reducing stress and anxiety.

Social well-being includes:

- Relationships
- Family (close and extended)
- Friends
- The feeling of belonging and acceptance
- Compassion and caring approaches.

Spiritual well-being can cover the following:

- Value and beliefs held
- Personal identity and self-awareness.

At Little Raccoons Day Nursery, we ensure that all children, families, staff and visitors are welcomed, and we are an inclusive setting. We support all to embrace their spiritual well-being and celebrate key events with them.

Children's physical well-being is supported through our carefully planned curriculum programme which supports all types of play inside and outside. We provide nutritionally balanced meals for the children and support our staff to make healthy choices in regard to their physical health.

Personal hygiene is supported in children of all ages, explaining the reasons for hand washing, tooth brushing and other routines.

Children are provided with quiet and calming areas for rest, sleep and relaxation. This enables them to recharge their batteries and supports both their physical and mental well-being.

We support children to make strong attachments with their key person as well as forge relationships with their peers in order to support their social well-being. We offer opportunities and resources for children to play singly, in pairs, small groups and large groups to support this area of development.

Children's mental and emotional well-being is supported. We provide activities in which children are able to recognise and express their emotions, including emotional literacy. This



enables us to provide support for children who may be experiencing big emotions they can't cope with just yet. We support children's self-regulation through carefully planned activities and resources. This includes supporting children to manage their own emotions and behaviours using rules and boundaries created by the children themselves. Staff use the promoting positive behaviour policy to ensure consistency.

Staff are able to recognise when a child may need support with their emotions and provide this one to one or in a small group, whichever is more appropriate. Teaching children to recognise and manage their emotions at a young age will support them throughout their life.

Well-being for Staff

At Little Raccoons Day Nursery, we promote the good health and well-being of all our staff. Well-being is described in the Oxford English Dictionary as 'the state of being comfortable, healthy or happy'. As a Nursery, we endeavour to support staff well-being, not only to ensure that children receive high quality care, but also to ensure our employees feel supported and cared for, as part of a team.

Mental ill-health is usually caused by a combination of work and non-work-related factors. There is a myriad of reasons for mental ill-health; from the pressure of ongoing change at work to longer or more intense hours exacerbated by financial pressures at home, or relationship problems and greater caring responsibilities. Striking the balance between what is considered appropriate results or output, and robust mental health is tricky. We are committed to constantly upskilling ourselves so that we know about how to create and maintain conditions that support and encourage good mental health, as well as recognise the signs of ill health and provide appropriate support.

At Little Raccoons Day Nursery, we recognise the importance of safeguarding the mental health of all of our employees, by providing a happy and nurturing working environment. With statistics in the UK showing that each week 1 in 6 of us experiences a common mental health problem, we are committed to acknowledging and supporting our staff's physical and emotional needs.

Our ethos

At Little Raccoons Day Nursery, we know that the care and education of babies and young children is highly rewarding. However, we are also aware of the day to day demands and



pressures of modern life such as family life, financial worries, health concerns and work-life balance; and how these pressures, alongside the role of providing high quality care and education to babies and young children, can place a high level of demand on all of our employees.

In order to support our staff team, we, the management team, will put procedures in place that ensure staff well-being remains one of the key focuses of our practice. In doing this, we aim to provide our team with a safe, inclusive and nurturing working environment that acknowledges their needs, not just within the workplace but as a whole person.

The Nursery Manager is the named member of staff who leads our setting's well-being practice. They will offer support on staff well-being and know where to access external support. The Nursery Manager is also committed to keeping their well-being and mental health knowledge up to date and will review our practices; supporting the developing knowledge of the whole staff team, to ensure we are implementing the necessary strategies to safeguard the well-being of our staff.

Procedure to minimise work related stress:

- To ensure staff are supported within the setting, new staff will receive a full induction so they feel competent and capable to carry out their role and responsibilities
- Staff will receive ongoing training, coaching and mentoring to ensure that they are supported to feel confident in their role to minimise stress within the workplace
- Regular supervisions will take place every [Insert timescales] in which staff well-being will be discussed and recorded
- Practitioners are respected and valued in their work, whatever their role. Tasks are shared out appropriately according to their role and level of responsibility, the workload is monitored and reviewed on a regular basis
- Staff will be encouraged to have a work-life balance; this will be supported by ensuring the workload is monitored so that it is not necessary for staff to work outside of their scheduled hours. All contributions to work will be valued and celebrated
- We will carefully review our expectations around the amount of paperwork that staff must complete, including observations and assessments of children. We will work as a team to ensure all record keeping is meaningful and kept to an appropriate level so as not to add undue pressure to staff members
- We will work hard to maintain a reflective culture within the setting that encourages feedback from staff about management procedures and working relationships. This



reflective culture will support an environment of teamwork, facilitating the involvement of every member of staff in the practice of our setting

- Staff will be encouraged to take their required breaks at appropriate intervals to ensure they have time to rest and recuperate, with time away from busy rooms
- The nursery leader/well-being representative are available for staff to come and discuss any issues or concerns
- The nursery will ensure that confidential conversations take place in private, away from other staff members and children
- All information will remain confidential or on a need to know basis to support the facilitation of open and honest conversations. However, where the manager or the well-being representative feels there is a question around the safety of the staff member, they will refer to outside agencies for support and guidance. These measures will be discussed in a sensitive and understanding manner with the staff member, as appropriate
- We actively promote a culture of mutual respect, tolerance and cooperation tolerance, in line with the British values
- Team meetings will support with team development, to raise awareness of mental health and well-being by engaging staff in conversations about how we, as a setting, can be maintaining a supportive environment
- We promote a culture that supports any staff member who is experiencing a mental health related illness and reasonable adjustments will be made to support any staff experiencing stress and any mental health issues
- If the nursery is made aware of any member of staff who requires support, a plan for more regular support sessions and adjustments to their working day will be discussed and decided in partnership with the staff member. This plan will be reviewed regularly and adapted to ensure it is a relevant and appropriate.
- If adjustments are unable to meet the needs of the member of staff or the nursery, then further advice support will be sought.
- Staff well-being and staff self-care information is available within designated staff areas
- Leaders and managers support practitioners in a safe culture where bullying, harassment and discrimination will not be tolerated; along with a culture that will challenge and deal with any inappropriate behaviour in a timely manner.

Supporting staff members individually

At Little Raccoons Day Nursery, we include well-being as part of our discussions at staff supervision sessions and appraisals. During these sessions, we will work with staff on an



individual basis, and have well-being discussions to ascertain any individual well-being needs. Where the Manager and staff member feel it is appropriate, they will draw up an individual action plan, this will include looking at the workload and any stress triggers. With the needs of the nursery also in mind, reasonable adjustments will be made for the member of staff; this could include flexible working agreements, changes in environment, adjustments to jobs role and responsibilities; more frequent breaks, a working buddy, or any other appropriate measure that it is felt could be helpful.

If returning to work after a period of absence, a back to work interview will be carried out as per our 'Return to Work Policy.'

We follow all statutory guidance on the safeguarding of our workforce and as stated, if the Manager is concerned about the safety of a member of staff, we will work with the Designated Safeguarding Lead to ask for support from the appropriate external agencies; this is to ensure the continued safety of our workforce at all times.

Emergency Evacuation Policy

Introduction

It is important that in the event of an emergency evacuation is carried out quickly and so it is vital that every employee is aware of the evacuation procedure, their fire exit routes and their assembly point. At the start of employment with Little Raccoons Day Nursery all employees will be taken through the Health & Safety Induction by their Manager and be provided with Health & Safety information relating Emergency Evacuation and shown the fire exit routes and assembly point.

The building may need to be evacuated in the event of the fire alarm being activated or in the event of a bomb threat and this procedure is detailed in the policy, ensuring that emergency evacuation is carried out quickly and with minimal risk.

Policy

The Fire Officers are trained on how to handle an emergency evacuation and how to use fire extinguishers. In the event that any of the appointed employees leave the company, Management are responsible for ensuring a replacement Fire Officer is appointed and trained.

Responsibilities of the Fire Officer:

- overall responsibility for the safe evacuation of all children & staff;



- to test the fire alarm on a weekly basis;
- to test that access control doors open when fire alarm activated on a weekly basis;
- to ensure that the emergency lighting is tested monthly;
- to carry out at least one fire drill per month;
- to liaise with the fire brigade as appropriate;
- to maintain records of all incidents;
- to close all fire doors and windows within their area on exit, wherever possible and without compromising their personal safety;
- to check all offices, toilets, and main hall within their area, with due consideration to their personal safety;
- to familiarise themselves with the operation of all fire-fighting equipment within their area;
- to ensure that each Fire Warden knows of any changes within their area, and that any leave/absence is covered.

Responsibilities of First Aiders

First Aiders should try to take their first aid boxes out of the building **but only if this is not putting themselves at any risk**. First Aiders should then meet in the assembly point and make themselves known to the Fire Officer as being available to provide first aid.

Actions to Be Taken On Discovery of A Fire

On discovery of a fire and the fire alarm has not been activated strike the fire alarm point as you exit.

Under no circumstances should you put your personal safety at risk.

Actions To Be Taken In The Event of A Bomb Threat

Anybody who believes they have received a bomb threat to the building should immediately break the glass of their nearest Fire Panel. This will instantly activate the fire alarm and the evacuation procedure. The Fire Officer should be notified that the alarm was activated as the result of a bomb threat as soon as possible after the building has been safely evacuated.

Evacuation Procedure

In the event of an alarm sounding all children & staff should evacuate the building immediately. Where possible, all electrical equipment such as PCs should be switched off. You should leave in a quiet, orderly manner by the nearest exit, taking notice of any instructions



given to you by your Fire Warden. Never assume that it is a false alarm - if the alarm is being tested you will be informed in advance.

Do not stop, or walk through the building, in order to collect valuables or personal possessions.

All staff & children should proceed to the assembly point in the front of the Nursery Entrance Wall where there is an assembly point sign. No-one should re-enter the building until given permission to do so - in the case of a drill by the Fire Officer, in the case of a real fire by the Fire Brigade Officer in charge of the fire.

It is the responsibility of employees receiving visitors to ensure that they are accompanied and to ensure their safe evacuation. Special consideration should be given to disabled visitors and employees. If the disability is judged to significantly hamper safe evacuation a risk assessment and control procedure in conjunction with Manager should be drawn up to reduce risk.

Unaccompanied contractors working in the building should be notified of the evacuation procedure and the location of the fire exits and assembly point.

Fire Alarm Call Points

Fire Alarm Call Points are located beside the front door (main entrance hallway) and back door Fire Exit (Main Room).

Fire Exits

Fire Exits are located at the following points:

- **Front door/entrance**
 - **Back fire doors**

It is each individual's responsibility to familiarise themselves with the location of Fire Exits.

Exit Routes

There are signs in the building showing you the quickest route to a fire exit. You should always use the nearest exit, unless instructed otherwise by your Fire Officer.

In the event of a fire alarm sounding you should use the nearest available exit to evacuate the building, unless instructed otherwise by the Fire Officer. Normal exit doors can and should be used as means of exiting the building where it is safe to do so.

Fire Warden Checklist

Close all doors and windows if safe to do so. Do not put yourself at risk;



Check the following to ensure no people remain in the area:

- children's room
- children's toilets
- Staff toilet and nappy changing area
- kitchen
- office
- garden

Evacuate staff by the most appropriate exit.

Related legislation: The Regulatory Reform (Fire Safety) Order (2005) and EYFS.

Fire Policy

General

Little Raccoons Day Nursery is responsible and takes fire safety duties seriously. For this reason we have formulated this policy to help us comply with our legal obligations to children, staff and visitors under the Regulatory Reform (Fire Safety) Order 2005 (The Order).

This policy addresses our obligation under the order that requires the company to:

- develop a policy to minimize the risks associated with fire;
- reduce the risk of an outbreak of fire;
- reduce the risk of the spread of fire;
- provide a means of escape;
- demonstrate preventive action;
- maintain documentation and records in respect of fire safety management.

This fire safety policy also forms part of our General Health and Safety Policy, and is supplemented by our No Smoking Policy.

Responsible Persons

The Company has appointed a 'responsible person' who is charged with the responsibility to ensure the safety of our employees, any person who may legally come into our premises and anyone not on the premises but who may be affected. The Responsible Person shall make sure



as far as is reasonably practicable that everyone on the premises, or nearby, can escape safely if there is a fire.

Nursery Manager

- overall responsibility to ensure the safe evacuation of children & staff;
- to test the fire alarm on a weekly basis;
- to test that access control doors open when fire alarm activated on a weekly basis;
- to ensure that the emergency lighting is tested monthly;
- to carry out at least one fire drill per month;
- to liaise with the fire brigade as appropriate;
- to maintain records of all incidents;
- to close all fire doors and windows within their area on exit, wherever possible and without compromising their personal safety;
- to check the office, staff and children's toilets, main children's room and garden with due consideration to their personal safety;
- to familiarise themselves with the operation of all fire-fighting equipment within their area.

The names and duties of all competent persons will be displayed on the safety notice board within the premises and available on computerized systems.

A competent person can only be regarded as competent if they have the appropriate level of training, experience, and knowledge.

Documentation & Records

Little Raccoons Day Nursery documents and keeps records to prove that we have acted responsibly. Inspectors will require inspection of our records during any enforcement visit and, therefore, the following records are available in Company Policies on the Management System:

- The Fire Safety Policy
- Non-Smoking Policy
- Emergency Evacuation Policies

The following records will be maintained:

- a record of all fire drills (at least once a month) listing all attendees, evacuation times and any comments;
- records of periodic tests of emergency lighting (where fitted);



- detailed records of all fire training;
- record of annual inspection and test of all fire fighting equipment;
- records of all scheduled and unscheduled maintenance of fire detection and alarm systems;
- records of inspection, risk assessment and maintenance of workplace and electrical equipment, storing hazardous substances & other hazards identified with fire safety.

Employees' Duties

All employees have a duty to take reasonable steps to ensure that they do not place themselves or others at risk of harm. They are also expected to co-operate fully with us in complying with any procedures that we may introduce as a measure to protect the safety and well-being of our staff and visitors.

In the event of an evacuation, visitors should be accompanied by their host to the assembly point for registration.

Communication

We will ensure that any person we employ (directly or indirectly) is provided with all information related to fire safety and consult with our employees on all matters of fire safety policy and arrangements. We will keep staff informed of any changes that are made to our fire safety procedures and fire risk assessment. Visitors and contractors should not be left alone unless they are aware of, and familiar with, all available escape routes.

Prior personal arrangements will be made for the safe evacuation of any staff or visitors who are subject to a disability which may prevent them from a swift exit from the building.

Procedures

Little

Raccoons Day Nursery follows procedures in order to maintain high standards of fire safety:

The Responsible Person shall make, record, review and where applicable revise Fire Safety Risk Assessments. This task may be delegated by the Responsible Person to some other "competent" person.

The Fire Safety Risk Assessments must take into consideration everyone who may come on our premises, whether they are employees, visitors or members of the public. Particular attention will be paid to people who may have a disability or anyone with special needs.

The fire evacuation procedures will be practiced at least once every three months.



All employees will be provided with the Fire Policy and the Emergency Evacuation Policy, including 'the action to be taken' when they commence employment. Further information would be provided if there were any change that may affect fire safety.

It is company policy that only competence persons will be trained in the use of fire extinguishers. No other personnel have been given specific fire fighting duties.

All escape routes will be established, kept in good working order and free from obstruction at all times. Operation of fire exit doors will be tested and recorded in the fire log on a weekly basis.

Fire fighting equipment will be provided. In general this means fire extinguishers, but additional provision of fire blankets, hoses or sprinklers may be made where deemed appropriate by the findings of the risk assessment.

All fire related equipment will be regularly serviced and maintained by a competent person. If any employee notices defective or missing equipment, they must report it to the Manager.

An appropriate fire detection and alarm system will be provided. The type and extent of the alarm system provided will be based on the findings of the risk assessment. Alarm systems will be tested regularly. Staff will be told when tests are scheduled.

Emergency lighting will be provided for escape routes where applicable. The need for and the extent of the system will be determined by the findings of the risk assessment.

The risk of fire spread will be controlled by the provision of fire resisting construction, and or fire/smoke resisting doors. These provisions will be kept in good order as part of our regular maintenance schedule. All employees are required to ensure that any fire door provided remains closed at all times.

Any other safety systems provided will be checked regularly to ensure correct operation, where necessary e.g. emergency lighting, fire doors etc.

Appropriate signs and notices will be displayed, giving appropriate instructions to employees and others in the event of a fire. In addition signs will be provided to indicate the position of fire extinguishers, fire alarm call points and, to indicate the emergency exit routes.

This policy forms part of our employee's terms and conditions of employment. Failure to comply may be treated as a disciplinary matter.

The policy statement will be regularly reviewed and updated as necessary. The management team endorses this policy and is fully committed to its' implementation.

Related legislation: The Regulatory Reform (Fire Safety) Order (2005) and EYFS.



Transition Policy

At Little Raccoons Day Nursery we recognise that children go through many transitions during their early years and we seek to make any transition a positive experience, by providing a sensitive care and attention to the difficulties children during transitions.

Transitions that children may experience:

Starting Nursery

- parents/carers to attend a key person meeting to discuss their child's individual needs and complete / go through the Parent Starter Pack documentation. This information will help the nursery to care for each individual child efficiently;
- we offer settling in sessions, free of charge before the child starts, these sessions will be booked by parents/carers and management, key person will be informed of the sessions and will be expecting the arrival of the child;
- parents/carers and children are encouraged to bring comforters from home if needed;
- key person will gain from parents/carers words in the child's first language if necessary;
- key person to organise pegs, bags and labels before the child starts;
- parents/carers are welcome to contact the nursery at any time.

Moving age groups

- any changes involving children will be discussed with parents/carers;
- the child might have to change the key person, who will be introduced to the child and parents/carers prior to the initial session in the new area;
- the child will participate in sessions with the new group which will gradually be increased. Always supported by new and previous key person;
- whenever possible we will try to move children in small group of friends;
- parents/carers will always be kept informed;
- once the child is settled, he/she will stay in the new age group and key person.

Leaving our Nursery

- when parents inform Little Raccoons Day Nursery, in writing, that their child will be leaving the nursery, they must give 8 weeks' notice;
- key person will receive a leaving form with the date the child will be leaving and a tick list of the child's belongings and procedures for leaving;



- the key person will group the Child Progress Profile which will be sent to the new setting/parents/carers;
- our nursery will invite a member of the receiving setting to visit the child before he/she leaves;
- the child's Learning & Development folder will be handed to parents/carers;

Leaving the Nursery to Attend Primary School

- when the parents/carers receive confirmation of the schools children will be attending the nursery will seek to make contact with the school and invite them for a visit;
- the key person will complete an "Transition Report" for each child leaving for school, this report will be sent to parents/carers and receiving school;

Related legislation: EYFS.

Uncollected and Missing Children Policy

Uncollected Children

We would like to highlight the importance of collecting your child at the end of each session he/she attends, and understand that on occasions parents/carers may be delayed, if you are going to be late or have made other arrangements for the collection of your child, please let us know as soon as possible.

We will not allow your child to leave the premises with an unknown person to us, unless you inform the nursery of the person's name and the person repeats the password chosen by you when registering your child with us at the collection, and will be asked to provide photo ID.

In event of a child not being collected at the usual time, the child will be kept in the nursery and phone calls will be made to the parents/carers and to the emergency contacts on the registration form. If we have been unable to contact you or any of your emergency contacts by 7PM the Emergency Social Worker Duty Team at the Borough will be contacted and their advice will be followed. In this event appropriate forms will be completed and attached to your child's personal file.

After 6.30pm we reserve the right of charging the late collection fee of £10 up to every 15 minutes you are late. Two members of staff will always stay behind with the late child.



Missing Children

In the unlikely event of a child going missing from the nursery or missing from an outing the following procedures will be followed:

- Manager to be informed;
- an immediate search in the area will be performed, ensuring the safety of the remaining children and staff;
- if the child is not found, staff to inform the police immediately giving a description of the missing child;
- Member of staff to inform the child's parents/carers giving details of what has happened;
- maintaining the staff-children ratios, the nursery will send a member of staff for extra support when necessary to bring the children back to the nursery from the outing;
- at least one member of staff will remain at the scene and continue searching until the police arrives;
- the Nursery Manager will contact the nursery Director to inform of the incident;
- the incident will be recorded in the incident log book and Ofsted will be informed.

The nursery will discuss the reason for the incident and appropriate measures will be taken avoiding it to happen again.

Related Legislations: The Children's Act (1979/2004), EYFS.

Child Sickness

At Little Raccoons Day Nursery we promote and encourage health and hygiene amongst our children and members of staff.

It is our policy that children with contagious illnesses such as, high fever, sickness and diarrhoea and others will not be admitted to the nursery. Following the last symptom of the illness children must be kept away from the nursery for at least 48hrs.

If a child becomes unwell during their day with us:

- parents/carers will be informed and may be asked to collect their child within 1 hour;
- in all cases where a child has developed a temperature, parents/carers will be notified and expected to collect their child within an hour. The child will be cared for during this period of time in a quiet and comfortable area of the nursery;
- If the child is suffering from a high temperature, they must be kept away for 24 hours from the last symptom;



- In case of a communicable illness such as chicken pox, rubella, meningitis, hepatitis, the local authorities and Ofsted must be informed;
- If there will be the need for parents/carers to administer paracetamol or any kind of medicine that masks a symptom or controls a temperature to your child we ask you to keep your child with you for at least a period of 24hrs.

In case of a sudden serious illness occurs, parents/carers will be contacted immediately. In the event of parent/carer not being immediately available the child's key person will assume charge and if necessary take the child to hospital along with all the relevant details.

Minor Accidents

A first aid box is available for minor accidents. The majority of the staff are trained in First Aid (we aim to have 90% of all staff trained in First Aid); a first aider will always be on site during the nursery operating hours. Any accidents will be noted in the Accident form which will be signed by the member of staff present at the time of the incident, management and the child's parents/carers on the collection of the child from the nursery.

Procedures for dealing with minor accidents:

- staff to wear protective clothing and equipment when dealing with injuries;
- staff to evaluate the injury and to inform the manager;
- first aider to treat the injury;
- child to be resettled back with the group;
- child to be observed regularly;
- if a child has a head injury parents/carers will receive a courtesy call and with the nursery decide on whether the child should go home or to hospital;
- The accident will be recorded in the Accident form, signed by member of staff, management and parent/carer on the collection of the child. Accident forms will be filed in the child's personal file in the office and in the nursery's accident log folder.

Home Accidents/Incidents

Accidents that occur outside the nursery should also be informed and noted in a Home Incident/Accident Form and signed by the parents/carers prior to the child being dropped off at nursery. Staff will question parents on any injuries they may notice on the child on arrival to ensure the nature of the injury. If any injuries are noticed during the nursery day, parents/carers will be called to determine the nature of the injury.

Major Accidents



- first Aiders to evaluate the situation and decide whether the child needs additional medical support;
- if needed additional medical support, management to call an ambulance and inform the parents/carers immediately;
- A member of the nursery team will accompany the child to the hospital until parents/carers arrive;
- if there is no need for additional medical support, staff will apply first aid treatment onsite and comfort the child;
- Parents/carers to sign Accident form. Accident forms will be filed in the child's personal file in the office and in the nursery's accident log folder.

Period of exclusion from the nursery due to illnesses and communicable diseases

| Disease/Illness | Period of Exclusion |
|----------------------------|---|
| Antibiotic Prescribed | 24hrs at home |
| Temperature | Parent/carer to collect their child from nursery within an hour. 24 hrs from time of temperature. |
| Vomiting | Parent/carer to collect their child from nursery within an hour. 48 hours from last vomiting episode. |
| Conjunctivitis | 24hrs from first symptom – Medicine must be applied prior to child entering nursery. |
| Sickness and Diarrhoea | Parent/carer to collect their child from nursery within an hour. 48 hrs at home from the last vomiting episode and case of Diarrhoea. |
| Chickenpox | Parent/carer will be asked to collect their child from the nursery within an hr. To be kept at home until all spots have dried up. |
| Food Poisoning | 48 hrs at home or until advised |
| Croup | 48 hrs. at home. Manager to be consulted before child returns to the nursery. |
| Infective hepatitis | 7 days at home. |
| Measles and German Measles | 5 days at home. |



| | |
|---|---|
| Meningococcal Infection | Until completely recovered. |
| Mumps | 7 days at home. Until swelling has subsided. |
| Whooping Cough | 21 days at home. |
| Poliomyelitis | Until completely recovered, advised in writing by a doctor or public health official. |
| Scarlet Fever and streptococcal infection of the throat | 5 days at home from the start of the treatment. |
| Tuberculosis | Until completely recovered, advised in writing by a doctor or public health official. |
| Typhoid fever | Until completely recovered, advised in writing by a doctor or public health official. |
| Impetigo | Until lesions crusted or healed. |
| Pediculosis (lice) | Parents/carers to collect their child and return to nursery when treated. |
| Plantar warts | No exclusion. To be treated and covered. |
| Ringworm | No exclusion. To be treated and covered. |
| Scabies | No exclusion. To be treated and covered. |
| Hand foot and mouth disease | Until completely recovered (No spots) |

Diseases communicable to Public Health Officers under the Health Protection Regulations 2010: Acute Encephalitis, Acute Meningitis, Acute Poliomyelitis, Acute Infectious Hepatitis, Anthrax, Botulism, Brucellosis, Cholera, Diphtheria, Enteric Fever, Food Poisoning, Haemolytic Uraemic Syndrome (HUS), Infectious bloody Diarrhoea, Invasive group A Streptococcal Disease and Scarlet Fever, Legionnaires' Disease, Leprosy, Malaria, Measles, Meningococcal Septicaemia, Mumps, Plague, Rabies, Rubella, SARS, Smallpox, Tetanus, Tuberculosis, Typhus, Viral Haemorrhagic fever (VHF), Whooping cough and yellow fever.

Related Legislations: Health and Safety Act (1974) and EYFS.

Infection Control

At Little Raccoons Day Nursery, we promote the good health of all children attending through maintaining high hygiene standards and reducing the chances of infection being spread. We



follow the health protection in schools and other childcare facilities guidance³ which sets out when and how long children need to be excluded from settings, when treatment/medication is required and where to get further advice from.

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

We follow the guidance below to prevent a virus or infection from spreading around the nursery. Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser, or through washing in the washing machine
- Wash or clean all equipment used by babies and toddlers as and when needed, including when the children have placed it in their mouth
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Store toothbrushes (where applicable) hygienically to prevent cross-contamination
- Immediately clean and sterilise (where necessary) any dummy or bottle that falls on the floor or is picked up by another child

³ <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>



- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week
- Ask parents and visitors to remove all outdoor footwear, or use shoe covers, when entering rooms where children may be crawling or sitting on the floor
- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and make sure that children wear them as well
- Follow the sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious.

In addition:

- The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- In the event of an infection outbreak the nursery will, where appropriate, undertake a deep clean to ensure the spread of infection is contained
- We will follow Government health guidance, as well as seeking legal advice and information from our insurers, on any national outbreak of a virus/ pandemic and keep parents informed of any course of action. Each specific circumstance will differ and to ensure we take the most appropriate action; we will treat each case on an individual basis
- In addition, where contagious outbreaks occur, we will adopt Government guidance for all visitors to minimise the risk of further spreading of the infection
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times. These will be increased during the winter months, or when flu and cold germs are circulating.

Medication Policy

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



We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

Medication prescribed by a doctor, dentist, nurse or pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription medicine will only be given when prescribed by the above and for the person named on the bottle for the dosage stated
- Medicines must be in their original containers with their instructions printed in English
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
- The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
- The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
- Parents must notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to nursery; and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)



- If the child refuses to take the appropriate medication, then a note will be made on the form
- Where medication is “essential” or may have side effects, discussion with the parent will take place to establish the appropriate response.

Non-prescription medication (*these will not usually be administrated*)

- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner
- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication with the *onus being on the parent to provide the medicine/*nursery providing one specific type of medication should parents wish to use this
- On registration, parents will be asked if they would like to fill out a medication form to consent to their child being given a specific type of liquid paracetamol or anti-histamine in particular circumstances such as an increase in the child’s temperature or a wasp or bee sting. This form will state the dose to be given, the circumstances in which this can be given e.g. the temperature increase of their child, the specific brand name or type of non-prescription medication and a signed statement to say that this may be administered in an emergency if the nursery CANNOT contact the parent
- An emergency nursery supply of fever relief (e.g. Calpol) and anti-histamines (e.g. Piriton) will be stored on site. This will be checked at regular intervals by the designated trained first aider to make sure that it complies with any instructions for storage and is still in date
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day, the nursery will make every attempt to contact the child’s parents. Where parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form.



- Giving non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms (where appropriate). The child will be closely monitored until the parents collect the child
- For any non-prescription cream for skin conditions e.g. Sudocrem, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given
- The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine.

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication.

Staff medication

All nursery staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or too unwell to meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy.

If any staff member believes that their condition, including any condition caused by taking medication, is affecting their ability they must inform their line manager and seek medical advice. The nursery manager will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.



Where staff may occasionally or regularly need medication, any such medication must be kept in the person's locker/separate locked container in the staff room or nursery room where staff may need easy access to the medication such as an asthma inhaler. In all cases it must be stored out of reach of the children. It must not be kept in the first aid box and should be labelled with the name of the member of staff.

Storage

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

Emergency medication, such as inhalers and EpiPens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach. Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children.

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

Accidents and First Aid

At Little Raccoons Day Nursery, we aim to protect children at all times. We recognise that accidents or incidents may sometimes occur. We follow this policy and procedure to ensure all parties are supported and cared for when accidents or incidents happen; and that the circumstances of the accident or incident are reviewed with a view to minimising any future risks.

Accidents

Location of accident files: Side Office

- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses. They must record it on an Accident Form and report it to the nursery manager. Other staff who have witnessed the accident may also countersign the form and, in more serious cases, provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the



Accident Report, informed of any first aid treatment given and asked to sign it on the same day, or as soon as reasonably practicable after

- The nursery manager reviews the accident forms at least monthly for patterns, e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the nursery manager and all necessary steps to reduce risks are put in place
- The nursery manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the nursery manager will follow the insurance company procedures, which may involve informing them in writing of the accident
- The nursery manager/registered provider will report any accidents of a serious nature to Ofsted and the local authority children's social care team (as the local child protection agency), where necessary. Where relevant such accidents will also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed. Notification must be made as soon as is reasonably practical, but in any event within 14 days of the incident occurring.

| | |
|---|---|
| Organisation | 03333 663 333 |
| Ofsted | 0300 123 1231 |
| Local authority children's social care team | 0208 736 6435 |
| Local authority environmental health department | [insert number] |
| Health and Safety Executive | [insert number] |
| RIDDOR report form | http://www.hse.gov.uk/riddor/report.htm |
| Millie's Mark | info@milliesmark.com |

Head injuries

If a child has a head injury in the setting then we will follow the following procedure:



- Calm the child
- Assess the child's condition to ascertain if a hospital or ambulance is required. We will follow our procedure for this if this is required (see below)
- If the skin is not broken we will administer a cold compress for short periods of time, repeated until the parent arrives to collect their child
- If the skin is broken then we will follow our first aid training and stem the bleeding
- Call the parent and make them aware of the injury
- Complete the accident form
- Keep the child in a calm and quiet area whilst awaiting collection
- We will follow the advice on the NHS website as per all head injuries <https://www.nhs.uk/conditions/minor-head-injury/>
- For major head injuries we will follow our first aid training.

Transporting children to hospital procedure

The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary, to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

First aid

The first aid boxes are located in: Office, Kitchen and Rooms

These are accessible at all times with appropriate content for use with children.

The appointed person responsible for first aid checks the contents of the boxes regularly every three months and replaces items that have been used or are out of date.

The staff first aid box is kept Staff room. This is kept out of reach of the children.



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

The appointed person(s) responsible for first aid is the Nursery Manager and Deputy Manager

Most of the staff are trained in paediatric first aid and this training is updated every three years.

All first aid trained staff are listed in every room. When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid. A first aid box is taken on all outings, along with any medication that needs to be administered in an emergency, including inhalers etc.

Food Safety and play

Children are supervised during mealtimes and food is adequately cut up to reduce choking. The use of food as a play material is discouraged. However, as we understand that learning experiences are provided through exploring different malleable materials the following may be used. These are risk assessed and presented differently to the way it would be presented for eating e.g. in trays,

- Playdough
- Cornflour
- Dried pasta, rice and pulses.

Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. fruits and vegetables. Children will be fully supervised during these activities.

Food that could cause a choking hazard, including raw jelly, will not be used.

Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.



Dealing with blood

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood.
- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

Needle punctures and sharps injury

We recognise that injuries from needles, broken glass and so on may result in blood-borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.

At Little Raccoons Day Nursery, we treat our responsibilities and obligations in respect of health and safety as a priority and we provide ongoing training to all members of staff which reflects best practice and is in line with current health and safety legislation.

Health and Safety Policy

Statement

At Little Raccoons Day Nursery, we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement our health and safety procedures are set out within this policy and we make sufficient resources available to provide a safe environment.



Legal framework

We follow all relevant legislation and associated guidance relating to health and safety within the nursery including:

- The requirements of the Statutory Framework for the Early Years Foundation Stage (EYFS) 2017
- The regulations of the Health & Safety at Work Act 1974 and any other relevant legislation such as Control Of Substances Hazardous to Health Regulation (COSHH)
- Any guidance provided by Public Health England, the local health protection unit, the local authority environmental health department, fire authority or the Health and Safety Executive.

Aims and objectives

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

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

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces
- Establish and maintain safe working practices amongst staff and children
- Make arrangements for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe nursery with safe entry and exit routes
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery



- Maintain a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking appropriate risk assessments
- Maintain a safe environment for those with special educational needs and disabilities and ensure all areas of the nursery are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate response by the management.

We believe the risks in the nursery environment are low and we will maintain the maximum protection for children, staff and parents. The nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable, free from obstruction and easily opened from the inside
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out
- Have the appropriate fire detection and control equipment which is checked regularly to make sure it is in working order
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Ensure there are suitable hygienic changing facilities (see infection control policy)
- Prohibit smoking on the nursery premises
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas



- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Wear protective clothing when cooking or serving food
- Prohibit certain foods that may relate to children's allergies, e.g. nuts are not allowed in the nursery
- We follow the EU Food Information for Food Consumers Regulations (EU FIC). These rules are enforced in the UK by the Food Information Regulations 2014 (FIR). We identify the 14 allergens listed by EU Law that we use as ingredients in any of the dishes we provide to children and ensure that all parents are informed
- Follow the allergies and allergic reactions policy for children who have allergies
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Provide appropriately stocked first aid boxes and check their contents regularly
- Ensure children are supervised at all times
- Take all reasonable steps to prevent unauthorised persons entering the premises and have an agreed procedure for checking the identity of visitors
- Ensure no student or volunteer is left unsupervised at any time
- Ensure staff paediatric first aid certificates are on display (or made available to parents).

All employees have the responsibility to cooperate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter (see separate policy on disciplinary procedures).



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

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

Health and safety is covered in all induction training for new staff.

At present at least one member of staff on duty MUST hold a full paediatric First Aid certificate in the nursery and when on outings. In addition to this, all newly qualified entrants to the early years workforce who have completed a level 2 and/or level 3 qualification on or after 30 June 2016, must also have either a full PFA or an emergency PFA certificate within three months of starting work in order to be included in the required staff: child ratios at level 2 or level 3 in an early years setting.

Health and safety arrangements

- All staff are responsible for general health and safety in the nursery
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources, cleaning equipment, legionella and lone working
- These are reviewed at regular intervals and when arrangements change
- All outings away from the nursery (however short) will include a prior risk assessment – more details are included in our outings policy
- All equipment, rooms and outdoor areas will be checked thoroughly by staff before children access them or the area. These checks will be recorded and initialled by the staff responsible. Unsafe areas will be made safe/removed from the area by this member of staff to promote the safety of children. If this cannot be achieved the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and provide for their basic care needs, e.g. easy to access toilet area and fresh drinking water



- We adhere to the Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe in relation to any chemicals we may use on the premises
- We identify and assess any water sources at risk of legionella4, and manage these risks including avoiding stagnant water.
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling and fire safety. We may also use benefit risk assessments for particular activities and resources for children
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery
- We review accident and incident records to identify any patterns/hazardous areas
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes. Staff and parents will receive these updates, as with all policy changes, as and when they happen
- We welcome feedback from staff and parents. They are able to contribute to any policy through informal discussions, the suggestion scheme and/or during regular meetings held at nursery.

Bringing food to the nursery

Parents/carers are not permitted to bring food into the nursery, exceptional circumstances to be discussed with the Nursery Manager. In occasions where parents/carers are to bring food in, the nursery requests a full list of ingredients of any food they bring in.

Sleeping Children

At Little Raccoons Day Nursery we incorporate a regular monitoring of sleeping children; staff will complete the Sleeping Form in a daily basis, noting the time the child has fallen asleep and



woken up. Staff will sign their initials in the form, every 10 minutes from the time the child has fallen asleep.

Room Temperature

We monitor the temperature in children's room twice daily and make necessary adjustments if necessary. Our nursery has an effective heating and air conditioning system ensuring our children are exposed to the right temperature.

Kitchen Area

Children are not to enter the kitchen area at any time.

Terrorist Attack

In the unlikely event of terrorist attack, the nursery will contact the emergency services and will follow their advice in regards to evacuation of the nursery and medical assistance if needed. Staff will be responsible for their key children until parents/carers arrive at the nursery.

First Aid

We keep a properly stocked first aid kit in the children's play area, kitchen and office. On outings staff will take with them a smaller first aid kit. Stocks are checked on the 1st of every month and replacements are made. It is our policy to ensure staff are updated with their first aid training. Any accidents/incidents are recorded in the Accident Form and filed in the child's personal file and Accident Record Folder.

Doors

At Little Raccoons Day Nursery doors are designed to avoid any kind of accidents, doors are automated with security codes in order to control the access to the room and to avoid unauthorised people entering our premises.

Hot drinks and water play

Staff will carefully check the temperature of the water that children will have access to during play, washing hands and drinking. Staff will only consume hot drinks in the staff room area.

Use of electrical equipment



Staff will carry out visual examinations of any electrical equipment in the nursery checking for obvious damages and will inform the Nursery Manager of any breakages immediately. All cables and wires will be hidden from the reach of children appropriately. All our electrical appliances are PAT tested annually.

Risk Assessments

Risk assessment is a method of preventing accidents by helping member of staff to think about what could go wrong and ways to prevent problems. It is also good practice and a legal requirement under the Management of Health and Safety at Work Regulation (1992/1999).

Our nursery refers to the following documents:

- Health and Safety Risk Assessment – on site,
- Risk Assessment – on outings,
- Fire Risk Assessment – on site.

Related legislations: Health Protection Regulations (2010), Health and Safety at Work Act (1979), Management of Health and Safety at Work Regulations (1992/1999), The Regulatory Reform (2005), Public Health (Infectious diseases) Regulations (1988) and EYFS.

Complaints Policy

Any concerns on the services provided by the nursery should be communicated to your child's key worker and the Nursery Manager, if you feel that your concerns have not been addressed and you wish to raise a complaint please follow the procedures below:

- 1 – send in a formal complaint in writing addressed to the Nursery's Manager;
- 2 – the setting will arrange a meeting between the individual complaining and the staff concerned;
- 3 – a response letter will be sent following the meeting at the time limit agreed by both parts;
- 4 – if the complaint is still unresolved, a complaint can be made to **Ofsted Complaints, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA or by telephone on 03001234666 (8AM to 6PM);**
- 5 – the setting will forward all documentation relating to the complaint to Ofsted;
- 6 – All complaints will be recorded and kept for 3 years.



Outing Policy

At Little Raccoons Day Nursery we encourage children to participate in the community's life. Our nursery will keep regular risk assessment of all venues which are to be visited by our staff and children, these risk assessments are contained in the Risk Assessment Folder in the office and in the Outing Form.

Parental consent for local outings is included in the Enrolment Form which parents/carers sign when their children join the setting. Before any outing staff will complete an Outing form which will be signed by the Nursery Manager and at least one first aider will be on all outings.

Any other outing apart from the local outings mentioned above will be communicated to the parents/carers and consent will be sought separately. For these outings a risk assessment will be carried out prior to the trip.

Supervision of Children

At Little Raccoons Day Nursery, we aim to protect and support the welfare of the children in our care at all times. The nursery manager is responsible for all staff, students and relief staff receiving information on health and safety policies and procedures in the nursery in order to supervise the children in their care suitably.

We ensure that children are supervised adequately at all times, whether children are in or out of the building through:

- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff. Monitoring staff deployment across the setting regularly to ensure children's needs are met
- Ensuring children are fully supervised at all times when using water play/paddling pools as we are aware that children can drown in only a few centimetres of water
- Taking special care when children are using large apparatus e.g. a climbing frame, and when walking up or down steps/stairs
- Staff will support children to identify, minimise and manage risks in their play
- Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when on visits/outdoors



- Supervising children at all times when eating; monitoring toddlers and babies closely and never leaving babies alone with a bottle. Babies are always bottle fed by a member of staff
- Supervising sleeping babies/children and never leaving them unattended
- Never leaving babies/children unattended during nappy changing times
- Supervising children carefully when using scissors or tools, including using knives in cooking activities where this is required
- Increasing staff: child ratios during outings to ensure supervision and safety (please refer to Outings policy)
- Strictly following any safety guidelines given by other organisations or companies relating to the hire of equipment or services e.g. hire of a bouncy castle and a member of staff MUST supervise the children at all times.

Adverse Weather

At Little Raccoons Day Nursery, we have an adverse weather policy in place to ensure our nursery is prepared for all weather conditions that might affect the running of the nursery such as floods, snow and heat waves.

If any of these incidents impact on the ability of the nursery to open or operate, we will contact parents via the Family APP.

We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

Flood

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

Snow or other severe weather

If high snowfall, or another severe weather condition such as dense fog, is threatened during a nursery day then the manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day, we will contact all parents to arrange for collection of their child.



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

Heat wave

At Little Raccoons Day Nursery, we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Key persons will work with the parents of their key children to decide and agree on suitable precautions to protect children from burning, including those with more sensitive skin types and those that may be more tolerant to the sunshine, e.g. black and/or Asian colouring
- Children must have a clearly labelled sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e. with an extended back and side to shield children's neck and ears from the sun) to provide additional protection
- Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date
- Parents are requested to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided



- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun; children will not be allowed in the direct sunlight between 11.00am – 3.00pm on hot days
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Shade will be provided to ensure children are able to still go out in hot weather, cool down or escape the sun should they wish or need to.

Vitamin D

Sunlight is important for the body to receive vitamin D. We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles.

Our body creates vitamin D from direct sunlight on our skin when we are outdoors. Most people can make enough vitamin D from being out in the sun daily for short periods with their hands or other body parts uncovered. Sun cream will stop the ultraviolet B (UVB) rays from reaching your skin, so part of your body should be uncovered and not have sun cream on. At nursery we find the right balance to protecting children from sunburn as well as allowing the skin to access the sun for the vitamin D benefits, e.g. hands will be left without sun cream, but children will be fully monitored to ensure no hands are burnt.

The benefits will be discussed with parents and their wishes will be followed with regard to the amount of sun cream applied.

Whistle Blowing Policy

Little Raccoons Day Nursery is committed to delivering a high quality service and encourages clear communication and a transparent culture within our setting. Encouraging parents/carers, staff, trainees, visitors and volunteers to let the nursery's management to know of any concerns they have towards the setting, staff, visitors, trainees and volunteers. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise



concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest.

The whistle blowing policy means that any person can report a suspicious or other incident that they are concerned about on the understanding that confidentiality is the paramount and that any investigation necessary will be carried out in a professional way.

Incidents under this policy: criminal offence, unlawful conduct, Failure to comply with any legal obligation, Danger to health and safety of an individual and/or environment financial malpractice and dangerous practice.

All staff, visitors, volunteers and trainees are made aware of this policy and are encouraged to speak to the Nursery Manager if they have concerns.

Procedures:

A member of staff, volunteer and trainees who wishes to raise such a concern should normally report the matter to the manager who will advise the member of staff, volunteer or trainees of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible.

If a member of staff, volunteer or trainees feels the matter cannot be discussed with the manager, he or she should contact OFSTED on 0300 123 1231 for advice on what steps to follow.

A disclosure to the Nursery Manager will be protected. Confidentiality will be maintained wherever possible and the member of staff, volunteer or trainee will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.

Any matter relating to this policy will be filed in the Whistle Blowing File and all paperwork related will be filed with it.

Confidentiality policy

Our work will bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- parents/carers will have access to files and records of their own children;



- members of staff will not discuss individual children with people other than the parents/carers of that child;
- information given by parents/carers to nursery staff will not be passed on to third parties;
- personnel issues will remain confidential to the people involved;
- any evidence relating to a child's personal safety will be kept in a confidential file and will only be shared within the nursery in a need-to-know basis
- our nursery will comply with all requirements of the Data Protection Act, by keeping all records stored in a locked cabinet and only accessed in a need-to-know basis.

Related regulations: Data Protection Act (1998) and EYFS.

CCTV Policy

The nursery CCTV surveillance is intended for the purposes of:

- promoting the health and safety of children, staff and visitors
- protecting the nursery building and resources.

The system comprises of eight fixed cameras. These are placed around the nursery, inside and outside, but not in the toilets or changing areas. This is to ensure the dignity of children is maintained.

The use of CCTV to control the perimeter of the nursery for security purposes has been deemed to be justified by the nursery management. The system is intended to capture images of intruders or of individuals damaging property or removing goods without authorisation or of antisocial behaviour.

Monitoring

The CCTV is monitored centrally from the nursery office and is registered with the Information Commissioner under the terms of the Data Protection Act. This policy outlines the nursery's use of CCTV and how it complies with the Act. The nursery complies with Information Commissioner's Office (ICO) CCTV Code of Practice to ensure it is used responsibly.

All authorised operators and employees with access to images are aware of the procedures that need to be followed when accessing the recorded images. All operators are trained to understand their responsibilities under the CCTV Code of Practice. All employees are aware of the restrictions in relation to access to, and disclosure of, recorded images. A copy of this



CCTV Policy will be provided on request to staff, parents and visitors to the nursery and will be made available on the website and in the policy file.

Location of cameras

The location of CCTV cameras will also be indicated, and adequate signage will be placed at each location in which a CCTV camera(s) is sited to indicate that CCTV is in operation. Adequate signage will also be prominently displayed at the entrance to the nursery's property. Signage shall include the name and contact details of the data controller as well as the specific purpose(s) for which the CCTV camera is in place in each location.

Storage and retention

The images captured by the CCTV system will be retained for a maximum of 30 days, except where the image identifies an issue and is retained specifically in the context of an investigation/prosecution of that issue. The images/recordings will be stored in a secure environment with a log of access kept. Access will be restricted to authorised personnel.

Supervising the access and maintenance of the CCTV System is the responsibility of the registered person / manager. In certain circumstances, the recordings may also be viewed by other individuals. When CCTV recordings are being viewed, access will be limited to authorised individuals on a need-to-know basis. Files will be stored in a secure environment with a log of access to recordings kept.

Recorded footage and the monitoring equipment will be securely stored in a restricted area. Unauthorised access to that area will not be permitted at any time. The area will be locked when not occupied by authorised personnel. A log of access to footage will be maintained.

When accessing images two authorised members of staff must be present. A written record of access will be made. A record of the date of any disclosure request along with details of who the information has been provided to (the name of the person and the organisation they represent), why they required it and how the request was dealt with will be made and kept, in case of challenge.

Subject Access Requests (SAR)

Individuals have the right to request access to CCTV footage relating to themselves under the Data Protection Activity / GDPR. Individuals submitting requests for access will be asked to provide sufficient information to enable the footage relating to them to be identified. For example, date, time and location.

The nursery will respond to requests within 14 calendar days of receiving the request. The nursery reserves the right to refuse access to CCTV footage where this would prejudice the legal rights of other individuals or jeopardise an on-going investigation.



A record of the date of the disclosure along with details of who the information has been provided to (the name of the person and the organisation they represent) and why they required it will be made.

Where footage contains images relating to 3rd parties, the nursery will take appropriate steps to mask and protect the identities of those individuals.

Complaints

Complaints and enquiries about the operation of CCTV within the nursery should be directed to the manager of the nursery in the first instance.

Responsibilities

The manager (or deputy) will:

- Ensure that the use of CCTV systems is implemented in accordance with this policy
- Oversee and co-ordinate the use of CCTV monitoring for safety and security purposes
- Ensure that all CCTV monitoring systems will be evaluated for compliance with this policy
- Ensure that the CCTV monitoring is consistent with the highest standards and protections
- Review camera locations and be responsible for the release of any information or recorded CCTV materials stored in compliance with this policy
- Maintain a record of access (e.g. an access log) to or the release of files or any material recorded or stored in the system
- Ensure that the perimeter of view from fixed location cameras conforms to this policy both internally and externally
- Ensure that all areas being monitored are not in breach of an enhanced expectation of the privacy of individuals
- Ensure that external cameras are non-intrusive in terms of their positions and views of neighbouring residential housing and comply with the principle of "Reasonable Expectation of Privacy"
- Ensure that monitoring footage are stored in a secure place with access by authorised personnel only
- Ensure that images recorded are stored for a period not longer than 30 days and are then erased unless required as part of a criminal investigation or court proceedings (criminal or civil).



- Ensure that camera control is solely to monitor suspicious behaviour, criminal damage etc. and not to monitor individual characteristics
- Under certain circumstances, the CCTV footage may be used for training purposes (including staff supervisions) or for parents to view child transitions.

Non-Smoking, Drugs and Alcohol Policy

Our setting has a non-smoking policy in the premises and garden areas. Members of staff, parents/carers, visitors, volunteers and trainees must comply with this policy. Use of alcohol even outside the premises, is monitored regularly.

Little Raccoons Day Nursery forbids the use, possession, transportation, promotion or sale of alcohol and forbidden substances.

Any employees found to be under the influence of illegal substances or alcohol shall be liable to summary dismissal.