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General Data Protection Regulation Privacy Notice policy & procedure

Stoke Green Day Nursery is committed to protecting the privacy and security of your personal information. This privacy notice describes how the Nursery collects and uses personal information about employees of the Nursery, the children attending the Nursery setting and the parents of the children in accordance with the General Data Protection Regulation (GDPR).

Stoke Green Day Nursery is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about You. We are required under data protection legislation to notify you of the information contained in this privacy notice. This notice applies to Employees, Children and Parents. This notice does not form part of any contract of employment or other contract to provide services.

It is important that Employees, Children and Parents read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information and what Your rights are under the data protection legislation.

DATA PROTECTION PRINCIPLES

We will comply with data protection law. This says that the personal information we hold about You must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to You and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told You about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told You about.
6. Kept securely.

THE KIND OF INFORMATION WE HOLD ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). There are “special categories” of more sensitive personal data which require a higher level of protection, such as information about a person’s health or sexual orientation.

Employees:

We will collect, store, and use the following categories of personal information about Employees:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
 - Date of birth
 - Gender
 - Marital status and dependants.
- Next of kin and emergency contact information.
 - National Insurance number.



- Bank account details, payroll records and tax status information.
 - Salary, annual leave, pension, and benefits information.
- Start date and, if different, the date of an Employee's continuous employment.
 - Location of employment or workplace.
 - Copy of driving licence (where applicable).
- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process).
- Employment records (including job titles, work history, working hours, holidays, training records and professional memberships).
- Personnel files and training records including performance information, disciplinary and grievance information, and working time records.
 - Information about your use of our information and communications systems.
 - Records of any reportable death, injury, disease or dangerous occurrence.

We may also collect, store and use the following special categories of more sensitive personal information if required:

- Information about an Employee's race or ethnicity.

Information about an Employee's health, including any medical condition, accident, health, and sickness records, including:

where an employee leaves employment and under any share plan operated by a group company the reason for leaving is determined to be ill-health, injury or disability, the records relating to that decision.

- details of any absences (other than holidays) from work including time on statutory parental leave and sick leave; and
- where an employee leaves employment and the reason for leaving is related to their health, information about that condition needed for pensions and permanent health insurance purposes.

Children:

We will collect, store, and use the following categories of personal information about Children:

Name
Date of birth
Home address
Dietary requirements
Attendance information

- Emergency contact should Parents be unavailable and the emergency contact's contact details
Record file for each Child containing the work of the Child whilst at the Nursery, observations about the Child's development whilst at the Nursery from Employees of the Nursery, specific examples of the Child's progress, photographs demonstrating the Child's development whilst at the Nursery, and personal details of the Child e.g - Progress Report, Well-Comms etc.
- Records relating to individual Children e.g. care plans, common assessment frameworks, speech and language referral forms
 - Accidents and pre-existing injuries forms
- Records of any reportable death, injury, disease or dangerous occurrence



- Observation, planning and assessment records of Children

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Child’s race or ethnicity, spoken language and nationality.
- Information about a Child’s health, including any medical condition, health and sickness records.
- Information about a Child’s accident or incident reports including reports of pre-existing injuries.
- Information about a Child’s incident forms / child protection referral forms / child protection case details / reports.

Parents of the children whom attend the setting:

We will collect, store, and use the following categories of personal information about Parents:

- Name
- Home address
- Telephone numbers, and personal email addresses.
- National Insurance number and date of birth if required for funded eligibility.
- Bank account details.

We may also collect, store and use the following special categories of more sensitive personal information:

- Information about a Parent’s race or ethnicity, spoken language and nationality.
- Conversations with Parents where Employees of the Nursery deem it relevant to the prevention of radicalisation or other aspects of the governments Prevent strategy.

HOW IS YOUR PERSONAL INFORMATION COLLECTED?

Children and Parents:

We collect personal information about Children and Parents from when the initial enquiry is made by the Parents, through the enrolment process and until the Children stop using the Nursery’s services.

HOW WE WILL USE INFORMATION ABOUT YOU

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- 1- Reporting of any safeguarding concerns, using the legal forenames provided within the Nursery contracts and child registration forms provided
- 2- For additional support regarding special educational needs or any other additional support that may be required upon parental consent provided.
- 3- Transitional to other Nursery settings or school’s (child’s details)
- 4- Personal information of Children will be shared with local authorities without the consent of Parents where there is a situation where child protection is necessary.
- 5- The personal information of Children will be shared with local authorities without the consent of Parents for funding purposes.
- 6- Ofsted will be allowed access to the Nursery’s systems to review child protection records.
- 7- Report on a Child’s progress whilst with the Nursery



HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

Special categories of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with Employee or Parent explicit written consent.
2. Where we need to carry out our legal obligations or exercise rights in connection with Employee employment.
3. Where it is needed in the public interest, such as for equal opportunities monitoring

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect an Employee, a Child or a Parents' interests.

DATA RETENTION

We will only retain personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from the manager. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of Your personal data, the purposes for which we process Your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your parent and partnership relationship with us.

Your rights in connection with personal information
Under certain circumstances, by law You have the right to:

- Request access to Your personal information, this enables You to receive a copy of the personal information we hold about You and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables You to have any incomplete or inaccurate information we hold about You corrected.
- Request erasure of your personal information. This enables Employees or Parents to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove Your personal information where You have exercised Your right to object to processing (see below).
- Object to processing of Your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about Your particular situation which makes You want to object to processing on this ground. You also have the right to object where we are processing Your personal information for direct marketing purposes.
- Request the restriction of processing of Your personal information. This enables Employees or Parents, as is appropriate, to ask us to suspend the processing of personal information about You for example if You want us to establish its accuracy or the reason for processing it.



Equal opportunities policy & procedure

Stoke Green day nursery offers a welcoming, all-inclusive environment where everyone is valued for their individuality. We believe in encouraging children to develop a positive self-image early in life and value others.

We aim to provide an all-inclusive environment that celebrates diversity, equality and offers children and adults opportunities irrespective of gender, disability, race, ethnicity etc. Stoke Green day nursery supports the United Nations Convention of the 'Rights of the Child' and believes that "every child has a right to relax, play and join in a wide range of activities". We present ourselves as home from home welcoming setting; "A rainbow of friends is a dream we can share, where everyone is treated with kindness and care" – Stoke Green

The following procedure will be adhered to:

Monitor and provide a wide range of resources and educational materials within the Nursery to ensure that people of different gender, ethnicity and abilities are represented.

- Offer inclusive provision for all children and adults within the setting and ensure equal access to all the play/learning experiences available.
- Celebrate and promote a variety of festivals and cultures through planned events and through continuous provision.
- Regularly organise fund raising all-inclusive activities and events, in order to raise awareness of those less fortunate and introduce a positive attitude and role model.
 - Encourage staff to challenge any language, behaviour or attitude that could be perceived as discriminatory.
- Encourage children to value others through discussions, activities, positive role modelling and by challenging inappropriate behaviour when necessary.
- Ensure we fully support a child identified with special needs appropriate to the Special Education Needs Code of Practice. Please see SEN Policy for further details.
 - Offer equal opportunity for training and support for all members of staff according to their professional development and identified training needs. Nursery staff who have attended courses, are asked to feedback newly gained knowledge to others.
- Ensure that individuals are recruited, selected, and promoted using a scoring system to avoid bias.
- Encourage parents/carers with a skill or experience to share their knowledge with the nursery to enhance the learning experiences of the children.
- Discourage discriminatory behaviour and respond either through information, training or disciplinary procedure as deemed appropriate by the management team.



- Ensure Staff and parents will adhere to the settings Equal Opportunities policy and any person displaying any form of discrimination can expect to be challenged by anyone using the setting premises.
- Ensure Staff and parents will adhere to the settings Equal Opportunities policy and any person displaying any form of discrimination can expect to be challenged by anyone using the setting premises. The designated people who have responsibility for dealing with Equal Opportunities is the Nursery Manager- Yasmin Lander.
- Consult with parents and children when reviewing practice to avoid discrimination



Sickness and absence policy & procedures

In order to protect the health of all children at Stoke Green Day Nursery, we have produced the following guidelines. Our commitment in promoting good health is to minimize the spread of infection by adhering to this policy and ensuring parent's/carers are aware of the consequences of bringing their child to nursery when unwell. We ensure that the environment is clean and safe following the government guidance act of the "COVID-19: cleaning in non-healthcare settings" All parents/carers are required to adhere to the nursery policy. Please notify us by phone call or email at the earliest opportunity if your child is going to be absent from nursery due to being unwell. Please inform us of the illness your child is suffering from so we can be aware of it and put any necessary actions in place.

the following procedure will be adhered to:

- Children should not attend the nursery if they are suffering from a doubtful rash, diarrhoea and sickness or an infectious illness.
- In case of illness or sickness you are required to provide contact details of all parent and carers and emergency contacts, this will enable Stoke Green to be contacted whom it may concern to collect your child if you are unable to collect them for any reason. It is the parent's responsibility to provide the staff with current and updated telephone numbers where they can be reached daily and regularly.
- Your child needs to be well enough to cope with a daily routine throughout the Nursery session. Parents/carers must respect that Stoke Green is not able to offer a one-to-one ratio for children who are unwell. If the Staff are of the opinion that the child is not well enough to cope with the session, we expect parents to respect our judgement. If a child is seemingly unwell a staff member will take care of the child until they are collected.
- If your child is unwell, you will be contacted and asked to collect them as soon as possible following the call. If an unwell child has a high temperature that could possibly trigger febrile convulsions, Nursery can be given verbal consent from the parent/carer for a first aid trainer member of staff to administer Calpol, consent will be signed for on collection. If your child has received Calpol there is an exclusion period of 48 hours, this is to allow a full recovery before returning back to Nursery.
- Stoke Green will not allow a child that has been administered a form of pain relief admittance to the setting as it could mask possible symptoms the child may have; children must be well to attend. Stoke Green hopes this will stop misuse of pain relief as it should only be administered if a child is unwell.
- If your child is teething we will accept a child given pain relief under the age of 18 months only if other symptoms are being displayed, i.e., red cheeks, appears tired, age critical met.
- If your child is issued any antibiotics there is a 48-hour exclusion period to be adhered to, this is to ensure that there is no allergic reaction upon first administering the antibiotics.



- We will notify parents of any outbreaks of illness or sickness within the Nursery.
- On your child's registration form we require you to provide permission for emergency medical treatment to be given to your child if necessary and permission to obtain advice.
- OFSTED and the Local Health Protection Unit will be informed of any child suffering from a notifiable disease or if there have been two or more children suffering from food poisoning within the nursery.
- If you have taken your child to the doctor and they have informed you your child has any type of communicable illness or virus we would ask you to notify the Nursery and to keep your child excluded until they are well enough to attend.

HIV/AIDS/Hepatitis procedure:

- HIV virus, like other viruses such as Hepatitis, (A, B and C) are spread through body fluids. Hygiene precautions for dealing with body fluids are the same for all children and adults.
- Single use vinyl gloves and aprons are worn when changing children's nappies, pants and clothing that are soiled with blood, urine, faeces, or vomit
 - Protective rubber gloves are used for cleaning/slucing clothing after changing.
- Soiled clothing is rinsed and either bagged for parents to collect or laundered in the nursery.
- Spills of blood, urine, faeces, or vomit are cleared using mild disinfectant solution and mops; cloths used are disposed of with the clinical waste. PPE must be worn by any and all members of staff dealing with bodily fluids.
- Tables and other furniture, furnishings or toys affected by blood, urine, faeces, or vomit are cleaned using a disinfectant.

Please see table below:

Illness or Condition	Exclusion Period	Other
Diarrhoea & or Vomiting	Symptom free for 48 hours (From the last display of symptoms shown)	<p>In addition, the child should be well and resumed a normal appetite</p> <p>Please note that exclusion start date is not including the day of sickness or vomiting the 48 hours starts the date of the last symptom displayed, 48 hours clear of symptoms.</p>
Common Colds	Until recovered, however if child still seems unwell it is at our desertion to advise parent/carers to collect. If pain relie is be given	If other symptoms are present, such as raised temperature (<i>see fevers</i>)



	a 48-hour exclusion period will be implemented.	
High Temperatures/Fever	Until the child's temperature has gone back to a normal temperature 36.4 – 37 High Temp – 37.5 or above.	In addition, we will administer one dose only of Calpol if a child has a temperature above 38 Celsius with parental permission, however that child will still have to be collected and taken home to be monitored.
Hepatitis Type A	Exclude until 7 days after onset of jaundice	GP Advise
Type B & C	None	GP Advise
Meningitis	Until the child has been given all clear by the GP to return to nursery	Cases of meningitis will be reported to Ofsted. As well as communicable diseases as identified by the Health Protection Agency
Chicken Pox	Once all spots have scabbed over	And child is well
Conjunctivitis	None	If outbreaks/cluster occurs consult the GP.
Ear infection	48 hours after treatment has started	Consult GP
Head lice	Until after treatment has started	Treatment recommended
Mumps	Exclude child for 5 days after onset of swelling.	Preventable by vaccinated (MMR x2 doses)
Measles	Exclusion period of 4 days after onset of rash	May be longer if other symptoms are apparent
Impetigo	Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment.	-
Hand Foot & Mouth	No exclusion period	Child can attend once feeling well
Meningitis	Until the child has recovered	Can be treated with antibiotics
Tonsillitis	Until the child has recovered	May not be prescribed antibiotics
Ring worm	Until the child has recovered	Treatment is required



Scabies	Child can return after first treatment	Household and close contacts require treatment
Scarlet fever	Child can return 48 hours after first dose of antibiotics	Antibiotics treatments required
Slapped cheek	Once rash has developed	-
Whooping cough	48-hour exclusion period	Preventable by vaccination, after treatment non-infectious coughing may continue for many weeks.
Glandular fever	No exclusion	-

Medication policy & procedures

Medication will be administered under the following guidelines: Early Years Foundation Stage statutory guidance. Stoke Green Day Nursery will only accept medicines that have been prescribed by a GP.

- All medication MUST be prescribed and labelled with the child's name, date of dispensing and dosage before administering.
- We will administer Calpol if a child is unwell and displaying a high temperature of 37.5 Celsius or above, with the verbal consent of the parent/carers. A 48-hour exclusion period will then be noticed. The child will have to be collected and taken home to be monitored by parents or carers
- Parents will then be asked to sign a permission to administer prescription medicine form on arrival & on collection you will be asked to sign a further medication form
- On your child's registration form we require details of any health or medical conditions they may have, this is to ensure we are providing appropriate care for them. If a child with specific health or medical requirements is allocated a place at our Nursery, the placement cannot be accessed until the



staff team working with your child has been fully trained to provide the additional support the child may need, (E.g. EpiPen training for a child with anaphylaxis).

- Long term medication will need to be consented through the long-term medication form. Any changes on your child's needs regarding medication must be discussed with the nursery. Any changes to medication will mean new forms will need to be completed before any treatment is given.
- A limited amount of 3 doses of teething gels can only be administered if the parent has given written consent and the treatment is provided. If your child is teething will accept a child given pain relief under the age of 18 months only if other symptoms are being displayed, i.e., red cheeks, appears tired, age critical met.
- If your child needs or has been given any form of pain relief such ibuprofen, paracetamol or Calpol etc they will not be able to attend our setting until they have not been administered any medication for 48 hours to ensure they are well enough for our daily routine.
- An allergy form is required upon registering new children into the setting, if a child has an emergent allergic reaction such as Hay fever, reactions to food, pollen, prickly heat etc we will be able to administer Chlorphenamine maleate (Piriton) as a one off, verbal consent must be given and written consent to administer Chlorphenamine maleate (Piriton) medication is required upon collection once administered, only administered for 12 months and over.

Any child prescribed antibiotics in any form will be unable to attend the nursery until after 48 hours from the prescription date or the first dose. Your child may develop a reaction within 48 hours of having the antibiotics and we must ensure the spread of infection is minimized within the setting.

- Before administering medication, the trained first aider (staff member) will check the label including the child's name, the date, the dosage, and the type of medication. This information will then be checked against the consent form that the parent has filled in. This will then be re-checked by the witness.
- All medication administered will be recorded on the child's medication form and signed by a staff member and a witness. The parent will be required to sign the form upon collection.
- A care plan may need to be devised with a parent / carer and put in place and for any child who may need to take medicine in an emergency related to an allergy or illness. If the medicine has needed to be administered, the parent should be notified immediately, and a medication form will need to be completed.

Staff

Staff must declare to the nursery any medication they are taking during their induction and if this can affect their ability to care for children. Staff should seek medical advice as a precaution before being left alone and unsupervised with children. Staff medication should be stored within the office/staff room in a personal locker and out of the reach of any children. Staff, students, and volunteers will be made aware of this policy during the induction.



Substance's policy & procedures

All adults working with children must be aware of their responsibilities and have a duty to ensure they are competent to do so. Senior staff must be vigilant and assess any potential risks to children in relation to staff, parents or carers that may be under the influence of alcohol or other substances.

The following procedure will be adhered to:

Staff:

- When working with children practitioners must not be under the influence of alcohol or any other substance which may affect their ability to care for children or cause harm to themselves or others. Whilst we understand that staff may consume alcohol on social occasions, it must not affect their ability and suitability to work with the children
- Practitioners taking medication which they believe may affect their ability to care for children should seek medical advice and inform their line manager of any instances when this may occur.
- Staff must only work directly with children if the medication is unlikely to impair on their ability to look after children.



- Any member of staff who appears to be under the influence of any substances will be reprimanded and informed that this type of behavior is unacceptable. An explanation should be given as to why their performance at work is not acceptable. Following this, disciplinary procedures will be followed.
- The employee should be made aware of support services available. The employee will be asked to leave the premises, as being intoxicated is an unsafe way to look after the children in their care.
- The nursery will not provide alcohol to any persons on the premises during any social events that may occur.

Parents/carers:

- If any parent/carer arrives at the setting to collect a child and is thought to be under the influence of alcohol/other substances, they will be informed that they cannot take the child from the setting and asked to leave the building. Should the parent refuse, staff will seek police assistance to maintain the safety of staff and children.
- If there is another named person/emergency contact for the child, they will be contacted and asked to collect the child from the setting.
- If there is no other fit person that can be contacted for the child, then staff must contact the police to hand over care.

Children:

- If any child is found to be intoxicated, emergency services will be called and then followed by social care. The parent's will then be called.
- If items are found on a child such as alcohol, drugs or dangerous substances, social care would be called, the police may be notified, and the parent's will be informed of the situation.

Lost child policy & procedures

It is highly unlikely that a child could go missing from the nursery however we are required by OFSTED to have procedures in place in the event of a child being 'lost'.

- In the event of a member of staff realizing that a child is missing she must inform the Manager, or in her absence the Deputy Manager immediately. The Manager/Deputy Manager will then make a search of the front and back gardens of the Nursery, the road, and the local green area.
- The next senior member of staff will delegate other members of staff to search whilst ensuring there are sufficient practitioners caring for the remaining children. A thorough search of the nursery premises will include first and ground floors and the garden area.
- If the child is not found within 15 minutes, we will contact the police followed by the parents. The parent's will be informed by the on-site manager at the setting.
- All members of staff will be asked for information on the movements of the child in the Nursery, before his or her disappearance. This will include contacting staff who have finished their shift and left the premises. If necessary, they will be asked to return to the nursery and assist in the search, or



to help care for the remaining children.

- If not already on the premises the director will be informed. To avoid confusion regarding who is in the building, it is imperative that the arrival and departure times of children are recorded in the register as they arrive/leave. It is the responsibility of the member of staff answering the door to a parent or carer to record this information.
- An investigation after the event will include reviewing risk assessments and policies.
 - OFSTED and the Local Authority's CQRA will then be informed.

Lost child on an outing, the following procedure will be adhered to:

- In the event of a member of staff realizing that a child has gone missing during an outing from the Nursery, she/he will inform the Manager/deputy manager, designated safeguarding lead and other staff members as appropriate, by phone or verbally, depending on the situation
- An immediate search of the area will be made, calling on members of the public if deemed necessary. If the child is not found within 15 minutes the Police will be informed followed by the parents.
- An investigation after the event will include reviewing risk assessments and policies, OFSTED will then be informed.
- Other measures as stated above would be taken appropriate to the circumstances/situation. Ofsted and the Local Authority's CQRA will then be informed.

Nursery outings policy & procedures

At Stoke Green Day Nursery we believe that children benefit from being taken out of the setting to go on visits or trips to local parks or other suitable venues for activities which enhance their learning experiences. Our setting ensures that there are procedures in place to keep children safe on outings; all staff and volunteers are aware of and follow the procedures below.

The following procedure will be adhered to:

- Parents sign a general consent on registration for their children to be taken out as a part of the daily activities of the setting.
- There is a risk assessment for each venue carried out, including the local area which is reviewed regularly.
 - Parents are always asked to sign specific consent forms before major outings.



- A risk assessment is carried out before an outing takes place. This will be physically done by the manager/management, or a copy will be requested if there is one already in place.
- All venue risk assessments are made available for parents to see. Our adult to child ratio changes upon outings, one adult to two children, depending on their age. 1 years or under – 1 – 1, 2 years – 1 – 2, 3 and 4 years 1 – 4.
- Named children are assigned to individual staff to ensure each child is individually supervised, to ensure no child goes astray, and that there is no unauthorized access to children.

Outings are recorded in outings record book kept in the setting stating:

- The date and time of outing, the venue and mode of transport.
- Names of staff assigned to named children, time of return.
- Staff will take the nursery outings mobile phone, the children's emergency contacts, supplies of tissues, wipes, pants etc. as well as a mini first aid pack, snacks, and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
- Records are kept of the vehicles used to transport children, with named drivers and appropriate insurance cover.
- If travelling on a mini-bus, parents will be required to provide an appropriate car seat for their child to ensure safety whilst travelling to and from a venue.
- A minimum of two staff should accompany children on outings and a minimum of two should remain behind with the rest of the children

Please refer to our lost child policy which states the procedures to be followed should a child go missing on an outing.

Complaint's policy & procedures

At Stoke Green Day Nursery, we recognize the importance of working in partnership with parents. We endeavour at all times to provide a happy, caring, and stable environment for the children and a place where parents feel confident leaving their children. We aim to form good relationships with parents so that staff and parents can easily exchange information regarding the children. However, we do recognise that very occasionally complaints may need to be made, In the event of any complaint from a parent every effort will be made to respond quickly and appropriately in order to resolve the matter.

- If a parent feels they have cause for an official complaint regarding the care of their child, or practices within the Nursery, they should initially speak to the child's key worker then the Nursery Manager or Deputy Manager to resolve the issue. If necessary, we encourage feedback and offer parent



questionnaire regularly to ensure that we can provide and continue to meet and develop all areas and needs of our setting.

- In the event of any complaint made to a member of staff, the Nursery Manager or Deputy Manager and director will be informed of the complaint immediately afterwards and be given full details of what had been said by all those concerned.
- If the key worker feels able to deal with the complaint by reassuring the parent, explaining a certain procedure, or by asking if the parent would like to speak to senior member of staff, then they will do so. If the matter cannot be resolved at this stage, then the parents/carers will be given the opportunity to meet with the manager and/or director when both parties will be given the opportunity to voice their views and every effort made to resolve the problem.
- Written notes will be kept detailing the initial complaint and any conversations relating to the complaint, along with any correspondence or evidence from the parents and the nursery. These will be kept in the child's file in a lock cabinet. Whilst we would like to resolve any complaints quickly and efficiently, we do appreciate that a parent who felt they had a grievance might be angry, in any situation where a parent was rude, abusive, or behaved in a threatening manner toward any members of staff, the meeting would immediately adjourn, and the parent would be asked to leave the premises. The meeting would be continued at a later date.
- Following any complaint relating to the welfare requirements, a complaints form will be completed by the manager/deputy, giving full details of the investigation, action taken and outcomes. Any serious complaints will be notified to Ofsted by the management team.
- If staff members have a complaint regarding the management team either the manager/deputy manager then the staff member is to address this directly with either the Nursery manager or Deputy manager, if this is still not resolved then the staff member is to contact the company director - Stephen Price who will act accordingly regarding the complaint and liaise with the management team.
- If a staff member or parent has a complaint regarding the company director then the complaint must be either written or emailed to the management team, if the management team are unable to solve the issue and the person making the complaint feels it necessary to alert and forward the local authority and early years team.

In accordance with Ofsted regulations, all complaints will be responded to in writing within 28 days and will include a response of the outcome of the investigation whether the complaint was verbal or written. We will also make available to all other parents, an account of the complaint within 28 days.

A summary log of complaints made will be kept for at least three years. Parents or OFSTED can request to see this at any time. The log will not disclose any names of who had made the complaint or of who it relates to.

In the event of a parent feeling that they have not received a satisfactory response to their complaint, they have the right to take the matter further. Parents can also take a complaint to OFSTED at any time. The address and telephone number for complaints is as follows.

**Ofsted National Business Unit
Royal Exchange Building
5th, 6th and 7th Floors
Manchester
M1 2WD
Helpline: 0300 123 1231**



Collection & Uncollected child policy & procedures

At Stoke Green Day Nursery, we are highly committed to ensuring the safety of the children at all times and we work together with parents/carers to ensure the safe collection of the children within our care. If a child is not collected by an authorized adult at the end of a session/day, the setting will care for the child to cause the least upset and distress in order to protect the child's wellbeing. We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

The following procedure will be adhered to:

Stoke Green Day Nursery
Signed: Y.Lander Nursery Manager

Date renewed: November 2021
Review date: November 2021



- Parents of children starting at the setting are asked to provide specific information regarding authorized collectors, passwords and contact numbers which include emergency contacts. The setting will not release a child to anyone who is unauthorized by the parents/carers to collect their child. This information is requested within the nursery registration form regarding holding information is in line with the GDPR Act policy & Procedures.
- If it is that a parent or carer is not able to collect and an authorised collector is coming instead, the parents must make nursery aware of who is collecting the child, by providing details such as full name, brief description, matching password (as stated on the registration form)
- Parents/carers are responsible for informing the nursery if they would like to remove or barr an authorised collector from nursery being able to contact them or collect their child in an emergency.
- In an emergency where none of the unauthorized collectors are able to come, the parent's must ring the setting and give us information including their name and a description of the person who will be collecting their child & a password which matches the child's registration form. We will verify the identity of the person who is to collect their child by requesting a password on the day and we will check the given description before releasing a child to them.

In the event that their child / children are not collected from setting at the end of the session or day, with no contact made via the parent, carer or by an authorised adult within 30 minutes after the setting has closed, if a child is not collected, we follow the following procedures:

- The child's file and emails will be checked for any information about changes to the normal collection routines. If no information is available, parents/carers are contacted at home or at work, if this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file. If no-one collects the child after thirty minutes (30 minutes) and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children

We will contact our local authority children's social services care team:

Northeast- 02476 785568 / West- 02476 785570 / South & East- 02476 785572

Out of Office hours-02476 832222 / North- 02476 294446

- The named DSL/Management must be made aware of a child that is still on site past closing after 20 minutes. The child will stay at the setting in the care of two qualified members of staff, one designated safeguarding lead or a member of management. They will stay until the child is safely collected either by the parents/carers or police.
- Should the child be collected by police, a point of contact will be made to the parent or carer verbally or written i.e. – email, voicemail etc. Social workers and police will aim to find the parent / carer or relative.
- Under no circumstances do staff to go to look for the parent, nor do they take the child home with them. A full written report of the incident is recorded in the child's file and will be reported to Ofsted. We at stoke green day nursery reserve the right to charge parents for the additional late fee.



- CCTV will be reviewed and if required can be requested if required for legal reasons. Complying with the GDPR Act policy & Procedures.

Promoting positive behaviour policy & procedures

At Stoke Green our aim is to provide an environment where children are well prepared to learn and be comfortable in their surrounds. We want children to understand their emotions and give them the tools to be able to confidently deal with a social situation with their peers or get support required. We will achieve this by:

- Use talking points in everyday routine to engage with children about their emotions, feelings, and expressive communications.



- Use a robust system of managing behaviour and praising children for positive behaviour.
 - Role model positive behaviour by treating children and adults with respect as part of British Values & prevent duty.
 - Frequently praising children for positive behaviour.
- Role model and empower children to ask for support.

We strive to provide interesting and stimulating activities within a child friendly environment, if a child display is a danger to themselves or other children, or cause distress i.e., biting, hitting etc the following procedure will be adhered to:

- Use a joint approach of telling the child to “stop” but encourage positive and praise when displaying positive behaviour.
- Remove the child who is displaying unkind behaviour from the situation if necessary and guide the child to a quieter activity to calm the situation.
- Depending on the child’s age and understanding we would encourage a positive and visual approach to discourage their behaviour i.e. – “we use our kind hands” – showing the child our kind hands. If the child is under 2 years, we would use a more visual approach such as sad facial expression, calming tone of voice and displaying and role modelling positive behaviour.

If children behaviour is consistently inappropriate e.g. hurting other children, verbally abusing children, or staff, destroying play equipment, the following procedure will be adhered to:

- Use our observations to try to pinpoint trigger points and to improve our environment if appropriate.
- Support children who find it difficult to interact with others by role modelling how to play positively and be friendly with other children.
- Approach the child displaying unkind behaviour, for staff member to position themselves on the same level as the child and age appropriately explain to the child regarding their unkind actions or behaviour, staff are to support and demonstrate positive behaviour.
- We will encourage and role model positive behaviour, however if a child is over 2 years is displaying unwanted behaviour, we would distract the child by removing the child away from the current activity to guide them to another activity to calm down, once the child has been removed from the previous activity we would then communicate age appropriately depending on the child’s understanding and language, we would then explain why they have been moved to another activity i.e. – throwing recourses etc. The child will be listened too and praised when displaying positive behaviour.

At Stoke Green Day Nursery we understand that there are times when extreme behaviours are displayed, we can recognise this by observations, meetings with parents/carers or outside professionals, previous discussions or supporting documents. In these cases, we would allow “calming tome” for children over the age of 3 years who would be displaying extremely unwanted and potentially dangerous behaviour, will would do this under the understanding that it is only when extremely unwanted & dangerous behaviour is displayed toward others. The behaviour will be documented, if required and ongoing outside professional with consent of parent’s / carer will be contacted, for advisory strategies.

following procedure will be adhered to:



- If unwanted behaviour continues to be displayed, we will ask parents for permission to seek outside support & advice. This will be through our area SEND early years who will then advise us further.
- Staff members at this nursery will not use or threaten corporal punishment or any other punishment which physically hurts the child, humiliates them or any type of punishment that could affect a child's wellbeing.
- Physical intervention will only be used to manage a child's behaviour if it is absolutely necessary in order to prevent personal injury or danger to themselves, other children, or staff such as physically removing the child away from the point of injury or danger. This is to prevent serious damage or injury from occurring. Any occasion where physical intervention is used to manage a child's behaviour is explained to parents. An incident form will also be recorded should there be any significant incidents of behaviour.
- If parents do not work with the nursery setting to better their child's behaviour, nursery reserves the right to potentially reduce the child's sessions if required.

At Stoke Green we recognise that there are incidents where children on occasions can bite others. We recognise this is a distressing subject, however biting will not be tolerated.

The following procedure will be followed:

- The casualty will be comforted by a member of staff and any required medical treatment will be provided. If the skin is broken, the child's parents will be advised to seek a doctor's opinion as to whether the child may need a tetanus shot.
- The child who bit will be taken from the activity and explained in a manner appropriately that the behaviour is unacceptable this is depending on the child's age range and understanding. The child will not be shouted at and only one member of staff, preferably the child's key person will deal with the situation. If possible, the member of staff will try to gauge an understanding of why the child bite (if the child is at an age of understanding and can communicate well)
- Staff will use their written observations and knowledge of the child to try to pinpoint trigger points and reasons.
- With parental consent the early years send team or early help will be involved to support any additional strategies.
- Meetings may be held if needed, resources may be purchased if documented that is needed, i.e. – chewy resources, distractions, etc.

Any significant incidents of behaviour will be recorded on an incident form and parents will be required to sign these records

Special Educational Needs policy & procedures

This policy has been created with regard to:



The SEND Code of Practice 2015
Children and Families Act 2014 (Part 3)
Equality Act 2010
Working Together to Safeguard Children (2018)
Statutory Framework for the EYFS (2021)

Special Educational Needs and Disability (SEND) code of practice.

The nursery has regard to the statutory guidance set out in the Special Educational Needs and Disability code of practice (DfE 2015) to identify, assess and make provision for children's special educational needs.

At Stoke Green Day Nursery we use the SEND Code of Practice (2015) definition of Special Educational Needs and Disability:

Statement of intent

We are committed to the inclusion of all children at our nursery. We ensure all children are cared for and educated to develop to their full potential alongside their peers through positive experiences. We enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs, and we work hard to ensure no child is discriminated against or put at a disadvantage as a consequence of their needs. Each child's needs are unique, and we do not attempt to categorise children.

We are committed to working in partnership with parents in order to meet each child's individual needs and develop to their full potential. We are committed to working with any child who has a special educational need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

We undertake a Progress Check of all children at age two in accordance with the Code of Practice (2015) and statutory framework for EYFS. We will also undertake an assessment at the end of the Early Years Foundation Stage for any children that remain with us in the final term of the year in which they turn five, as per the statutory framework for EYFS. We will work closely with the child's parents and any relevant professionals if we identify any areas where a child's progress is less than expected to establish if any additional action is required.

The following procedure will be followed:

- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and assessing such observations regularly to monitor progress.

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

The following procedure will be followed:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice (2015)
- Ensure that all children are treated as individuals/equals and are supported to take part in every aspect of the nursery day according to their individual needs and abilities



- Include all children and their families in our provision
- Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
 - Ensure that children who learn at an accelerated pace e.g. 'most able' are also supported
 - Encourage children to value and respect others
- Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify a Special Educational Needs and Disabilities Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to SEND and the SEND Code of Practice
 - Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services where required
 - Challenge inappropriate attitudes and practices
 - Promote positive images and role models during play experiences of those with additional needs wherever possible
 - Celebrate diversity in all aspects of play and learning
 - Work in partnership with parents and other agencies in order to meet individual children's needs, including the education, health, and care authorities, and seek advice, support and training where required
 - Share any statutory and other assessments made by the nursery with parents and support parents in seeking any help they or the child may need

Our nursery Special Education Needs, and Disabilities Co-ordinator (SENCO) is Janet Dale.

The role of the SENCO in our setting includes:

- Ensuring all practitioners in the setting understand their responsibilities to children with SEND and the setting's approach to identifying and meeting SEND
 - Advising and supporting colleagues
- Ensuring parents are closely involved throughout and that their insights inform action taken by the setting
 - Liaising with professionals or agencies beyond the setting
- Designate a named member of staff to be the SENCO and share their name/role with all staff and parents
- Have high aspirations for all children and support them to achieve their full potential
 - Develop respectful partnerships with parents and families



- Ensure parents are involved at all stages of the assessment, planning, provision and review of their child's care and education and include the thoughts and feelings voiced by the child, where possible/appropriate
- Signpost parents and families to our Local Offer in order to access local support and services
- Undertake formal Progress Checks and Assessments of all children in accordance with the SEND Code of Practice January (2015) / statutory framework for the EYFS (2021)
- Provide a document showing how we provide for children with special educational needs and/or disabilities and share this with staff, parents, and other professionals
- Ensure that the provision for children with SEN and/or disabilities is the responsibility of all members of staff in the nursery through training and professional discussions
- Make reasonable adjustments to our physical environment to ensure it is, as far as possible suitable for children and adults with disabilities using the facilities
- Provide a broad, balanced, aspirational early learning environment for all children with SEN and/or disabilities and differentiated activities to meet all individual needs and abilities
 - Liaise with other professionals involved with children with special educational needs and/or disabilities and their families, including transition arrangements to other settings and schools. (See our transitions policy).
- Use the graduated response system to assess, plan, do and review to ensure early identification of any SEND
- Review children's progress and support plans every 8 weeks and work with parents to agree on further support plans and targets.
- Provide privacy of children with special educational needs and/or disabilities when intimate care is being provided
- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g., additional support reviews, Education, Health and Care (EHC) plans, staff and management meetings, parental and external agencies' views, inspections, and complaints. This information is collated, evaluated, and reviewed annually

Effective assessment of the need for early help

We are aware of the process for early help and follow the following procedure:

Local agencies should work together to put processes in place for the effective assessment of the needs of individual children who may benefit from early help services. Children and families may need support from a wide range of local agencies. Where a child and family would benefit from coordinated support from more than one agency (e.g., education, health, housing, police) there should be an inter-agency assessment. These early help assessments should identify what help the child and family require to prevent needs escalating to a point where intervention would be needed via a statutory assessment under the Children Act 1989.

The early help assessment should be undertaken by a lead professional who should provide support to the child and family, act as an advocate on their behalf and coordinate the delivery of support services. The lead professional role could be undertaken by a General Practitioner (GP), family support worker, teacher, health



visitor and/or special educational needs coordinator. Decisions about who should be the lead professional should be taken on a case-by-case basis and should be informed by the child and their family.

If at any time it is considered that the child may be a child in need as defined in the Children Act 1989, or that the child has suffered significant harm, or is likely to do so, a referral should be made immediately to local authority children's social care. This referral can be made by any professional (Working together to safeguard children 2018).

Education and Health Plan (EHC)

Some children and young people may require an EHC needs assessment in order to decide whether it is necessary to develop an EHC plan. The purpose of an EHC plan is to adjust and offer support to meet the special educational needs of the child, to secure the best possible outcomes for them across education, health, and social care.

The contact for the Coventry SEND team are 02476788400.



Fire safety & evacuation policy & procedure

At Stoke Green Day Nursery we take reasonable steps to ensure the safety of children, staff and others on the nursery premises in the case of a fire or other emergency through our fire safety policy and emergency evacuation procedures.

The *manager/*designated fire marshal is **Yasmin Lander Nursery Manager, Janet Dale – Nursery Deputy & Jessica Ward Nursery Supervisor.**

We ensure the nursery premises are compliant with fire safety regulations, including following any major changes or alterations to the premises. The *manager/*designated fire marshal ensures we have all the appropriate fire detection and control equipment (e.g. fire alarms, smoke detectors, fire blankets and/or fire extinguishers) are in working order and seeks advice from the local fire safety officer as necessary.

They also have overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children every three months or as and when a large change occurs, e.g. a large intake of children or a new member of staff joins the nursery. These drills are planned to occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals.

All staff receive fire safety and evacuation training (including as part of induction) to help them understand their roles and responsibilities. This includes the steps they must take to ensure the safety of children, for example keeping fire doors free from obstruction, how to safely evacuate the children and where the evacuation meeting point is situated. Each room has a specific evacuation plan, which includes information such as evacuating non-mobile babies and using alternative exits depending on where the fire may be situated.

The *manager/*designated fire marshal checks fire detection and control equipment and fire exits in line with the timescales within the checklist below.

Fire checklist

Actions	Who checks	How often	Location
Escape route/fire exits (all fire exits must be clearly identifiable)	Staff within classroom / Management morning / afternoon checks.	Daily	Stoke Green
Fire extinguishers and blankets	Y.L or J.W	Monthly	Stoke Green
Evacuation pack	Y.L or J.W	Monthly	Stoke Green
Smoke/heat alarms	Y.L or J.W	Weekly	Stoke Green
Fire alarms	Y.L or J.W	Weekly	Stoke Green



Fire doors closed, in good repair, doors free of obstruction and easily opened from the inside	Management morning / afternoon checks.	Daily	Stoke Green
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A deputy fire marshal is appointed to over this role when the fire marshal is absent – Yasmin Lander or Janet Dale. Main fire marshal – Jessica Ward.

No one shall be permitted to re-enter the building until authority to enter has been given from the Nursery Manager – Yasmin Lander, Deputy Manager – Janet Dale or supervisor – Jess Ward. In the event of fire brigade attendance.

Fire drill procedure

On discovering a fire:

- Calmly raise the alarm by testing the call point, enabling the fire alarm.
- Immediately evacuate the building under guidance from the nursery management team.
- Using the nearest accessible exit lead the children out, assemble at Nursery car park.
 - Close all doors behind you wherever possible
 - Do not stop to collect personal belongings on evacuating the building
 - Do not attempt to go back in and fight the fire
 - Ensure the register is collected & taken outside.
- Management to collect the signing in & out sheet to ensure a staff headcount is completed.
 - Children all headcount once safe and secure in the assembly point.
- Do not attempt to go back in if any children or adults are not accounted for
- Wait for emergency services and report any unaccounted persons to the fire service/police.

If you are unable to evacuate safely:

- Stay where you are safe
- Keep the children calm and together
- Wherever possible alert the manager of your location and the identity of the children and other adults with you.

The Management or fire marshal leader is to:

- Pick up the central children’s register, where applicable, staff register, Emergency contacts, nursery mobile/phone, keys, visitor book and fire bag/evacuation pack (containing emergency contacts list, nappies, wipes and blankets)
 - Telephone emergency services: dial 999 and ask for the fire service
- In the fire assembly point area – Nursery car park check the children against the register
 - Account for all adults: staff and visitors
- Advise the fire service of anyone missing and possible locations and respond to any other questions they may have.



Safeguarding Children and Child protection policy & procedure

Stoke Green Day Nursery understands the importance of safeguarding and has three Designated Safeguarding Leads, at present it is Yasmin Lander (Nursery Manager) and Janet (Deputy Manager), their role is to safeguard children, support staff and parents/carers and liaise with appropriate agencies and to attend reviews, case conferences alongside the child's key worker. Though all staff members have safeguarding training, the Designated Safeguarding Leads have attended training through the Coventry Safeguarding Children Partnership to make them equip for the role of making referrals, working with families training staff and what thresholds make a concern reportable. A Designated Safeguarding Lead will always be contactable over the phone in case of a safeguarding concern.

At Stoke Green Day Nursery we keep the children's best interest at the centre of everything we do as we believe all children have the right to feel safe, be respected and feel emotionally secure to enable them to have the best start in life. We achieve this by working with parents and the Coventry Safeguarding Children Partnership by being the child's advocate and supporting or reporting when it is necessary to do so as part of our duty of care in our profession.

To ensure children feel secure we 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 and always listen to children we care for.

- In the event of a safeguarding concern, parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed, except where the guidance of the Coventry Safeguarding Children Partnership does not allow this.
- Practitioners have a duty to safeguard and promote the welfare of children. They may well be the first people who become concerned or in whom children confide about abuse. The nursery has a duty to pass on any concerns. This policy lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to welfare concerns thresholds 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 work as part of a multi-agency team where needed in the best interests of the child.
- 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 Coventry Safeguarding Children Partnership and in the Early Years Foundation Stage. The nursery has a duty to report any concerns or suspicions around abuse to the Multi-Agency Safeguarding Hub who will advise the nursery or investigate matters.



- If a staff member has an immediate concern about a child, they will report to a senior member of staff who will report it to the Multi-Agency Safeguarding Hub.
- Staff should maintain confidentiality and must not make comments either publicly or in private about parents/carers supposed or actual behavior. Staff must raise any concerns initially with the manager. The manager will then discuss the matter with the registered person and appropriate action will be considered.
 - All staff will be trained through attending a safeguarding course and in-house training.
- Parents / carers are to contact the nursery to inform us of any child absences, if not staff are to contact parents if they have not informed Nursery that they are not attending.
- Staff are not permitted to babysit any child/children that attend Stoke Green Nursery.
- 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.
- It is always important to listen to children. Strict confidentiality will be observed within boundaries, information will be secure and not discussed inappropriately but necessary information will be passed on. All our staff will undertake mandatory training on the protection of children from abuse.
- It is the policy of the nursery to provide a secure and safe environment for all children. The nursery will therefore not allow an adult to be left alone with a child who has not received their enhanced DBS check clearance.
- CCTV has been installed within our Nursery premises within in all rooms and garden to monitor staff and children, please see CCTV Policy for more information.

The Nursery aims to:

- Ensure that children are never placed at risk while in the charge of nursery staff.
 - Ensure that confidentiality is maintained within boundaries.
 - Ensure that all staff are aware of signs and symptoms
- Ensure that all staff are made familiar with safeguarding issues and procedures at induction and are then booked to attend the relevant training.
- Ensure parents have access to the safeguarding policies and procedures when they register with the nursery and kept informed of all updates when they occur (a copy of our policies can be found in both entry hallways for parents to read and published to the website. Any changes will be brought to parents' attention on newsletters). Our policies and procedures are regularly review and updated.
- Children will be supported by offering reassurance, comfort, and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.
- Parents and families will be treated with respect in a non-judgmental manner whilst investigations are carried out in the best interests of the child.

Procedure to follow:



- All signs of marks/injuries to a child, when they come into Nursery, will be recorded as soon as noticed by a staff member.
- The incident will be discussed with the parent/carer at the earliest opportunity. In some circumstance's information may be reported with the Multi Agency Safeguarding Hub.
- Such discussions will be recorded, and the parent/carer will be allowed access to such records.
- If there appear to be any concerns regarding the injury logged, the Multi Agency Safeguarding Hub will be notified and advice and direction will be followed by the Designated Safeguarding lead, depending on the concerns Safeguarding Children's Board in the Coventry may require to be notified if allegation are involving other employees.

Extremism – the Prevent Duty

Working Together to Safeguard Children (2018) defines extremism. It states "Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist"

Under the Counter-Terrorism and Security Act 2015 we have a duty to safeguard at risk or vulnerable children under the Counter-Terrorism and Security Act 2015 to have "due regard" to the need to prevent people from being drawn into terrorism and refer any concerns of extremism to the police (If you are in a Prevent priority areas the local authority will have a Prevent lead who can also provide support, add contact details here).

Children can be exposed to different views and receive information from various sources. Some of these views may be considered radical or extreme. Radicalisation is the way a person comes to support or be involved in extremism and terrorism. It's a gradual process so young people who are affected may not realise what's happening.

Radicalisation is a form of harm. The process may involve:

- Being groomed online or in person
- Exploitation, including sexual exploitation
 - Psychological manipulation
- Exposure to violent material and other inappropriate information
- The risk of physical harm or death through extremist acts.

Alongside this we will be alert to any early signs in children and families who may be at risk of radicalisation, on which we will act and document all concerns when reporting further.

The NSPCC states that signs of radicalisation may be:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others



- increased levels of anger
- increased secretiveness, especially around internet use.

We will tackle radicalisation by:

- Training all staff to understand what is meant by the Prevent Duty and radicalisation
- Ensuring staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure our nursery is an inclusive environment, tackle inequalities and negative points of view and teach children about tolerance through British Values
- Using the Government document Prevent Duty Guidance for England and Wales.

Every child has a voice

We understand at Stoke Green Day Nursery the importance of taking the time to listen to each individual child needs, every child is unique and does have a voice to be heard, we encourage each child's voice to be listened to. The importance of this is crucial, we provide safeguarding training and encourage the staff members at Stoke Green to take that all important time to ensure that if a child makes a disclosure or is using gestures / signs that could be important cues to the signs and familiarity of what to look out for when working with safeguarding children. Children must not be rushed; time must be given alongside support and comfort to ensure each child feels safe and content within our care.

Recording suspicions of abuse and disclosures

Staff will make an objective record of any observation or disclosure and include:

- Child's name, Date and time of the observation or the disclosure, Exact words spoken by the child/injuries or marks seen
- Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time.
 - Any discussion held with parent/carer.

These records are signed and dated and kept in a separate confidential file. All members of staff know the procedures for recording and reporting. It may be thought necessary that through discussion with all concerned the matter needs to be raised with the MASH and if required Coventry Safeguarding Board and

Partnership Support Team

Partnership Support Team and Ofsted.

- Staff involved may be asked to supply factual details of any information they have concerns about a child. The nursery expects all members of staff to co-operate with the Coventry Safeguarding Children Partnership and Ofsted in any way necessary to ensure the safety of the children.
- All staff will attend safeguarding training within their first six months of employment, and this will be updated every 3 years, and receive initial basic training during their induction period.

Support to families

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



- The nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.
- Confidential records kept on a child are shared with the child's parents/carers or those who have parental responsibility for the child, only if appropriate under the guidance of the Coventry Safeguarding Children Partnership 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.

Contact telephone numbers

- Ofsted -0300 123 1231
- Coventry Safeguarding Board and partnership - 024 7697 5477 or email CoventryCSCP@coventry.gov.uk
- Coventry Safeguarding Children New Referrals: 024 7678 8555
- Police Child Abuse Investigation Team: 024 7653 9044
- Multi-Agency Safeguarding Hub: 024 7678 8555.

If services are already being offered to the family staff should contact the social care centre where the child lives.

- Northeast- 024 7678 5568
- South & East- 024 7678 5572
- North- 024 7629 4446
- West- 024 7678 5570
- Out of Office Hours-024 7683 2222



Accident Policy & procedure

At Stoke Green Day Nursery we aim to provide a safe environment for the children and respond quickly and appropriately to any accident that may occur.

We follow the procedure below if a child has a minor accident:

- Comfort the child and apply the appropriate treatment by a fully trained first aided member of staff.
- The first aider will write the accident on the child's individual accident form, including the child's name, the date, the time and location, a brief description of what happened, treatment applied.
 - The person who provided first aid and a witness must sign the form.
- The form is then shared with the child's parent/carer who is asked to read through the form and the staff member will discuss what happened in detail. The parent/carer is requested to sign the form, the form is kept in the child's file, filed away.
- If a child is hurt by another child intentionally, there will be an incident form completed for the child who caused the incident, documenting the behavior and details which lead to the incident and injury of the child.
- If a accident occurs unnoticed at the time it took place and is identified at a later time, a member of the management team will review the CCTV footage to gauge an understanding and classification on the accident, the staff member within the classroom will be spoken to attempted to build an idea of how this accident may occurred.

In the case of any head injury parents will be notified immediately.

The procedure we will follow if a child has a major accident:

- If the accident warrants the need of emergency treatment, then the staff member needs to inform management who will then check the child's registration form for consent before and phoning for an ambulance.



- The child's parent/carer will then need to be contacted and asked to come to the nursery or where this is not possible to meet the staff member and their child at the hospital.
 - The circumstances of the accident/illness will be recorded in the accident/incident book as soon as possible after the child has been cared for.
- Any equipment responsible or damaged during the accident will be closely inspected and a new risk assessment will be carried out.
 - The manager will be notified and the Designated Safeguarding Lead.
- Ofsted, The Health and Safety Executive and local child protection agencies will be informed if necessary.

Admissions Policy & procedure

Stoke Green Day Nursery is open to all children aged 3months -5 years (Pre-school age). We offer a variety of sessions and are opening Monday – Friday 8am – 6pm. Potential parents & carers wishing to register their child with Stoke Green Day Nursery must complete a detailed registration form and attend a show round at Nursery, enquires for places at the nursery can be discussed with the Management team by email on stokegreennursery@hotmail.co.uk or by telephone on 024 7626 0672.

The parent will then be given information on the current availability, priority will be given to those who are on a waiting list and those that have paid a deposit and have secured their place. The allocation to those on the waiting list will be those that have requested particular sessions that have become available. The nursery will endeavour to meet the requirements of all parents and carers. A non-refundable registration fee of £40 must be paid and one week's fees deposit will need to be paid in order to secure the nursery place. The deposit will then be deducted from the first month's fees. Fees are to be paid a month in advance by either cash, cheque, direct debit, bank transfer, tax free childcare and childcare vouchers are accepted. Fees are to be paid by the 7th date of the month to avoid a £10.00 late charge. Weekly payments are accepted however the parent & carers is required to make the financial manager aware. Parents in receipt of funding will have their fees reduced in accordance and invoices will state the free entitlement and any additional hours.

Parents will also be required to sign a Nursery contract and the welcome documents that are relevant to their child's wellbeing and care. Parent/carers are to contact the nursery to inform us of any child sickness and absences, if not staff are to contact parents if they have not informed Nursery that they are not attending. Parents / carers will be invited to spend some time with their child in the nursery prior to the starting date, parents are welcome into the nursery until they are sure the child is settled.



Stoke Green Day Nursery will not reject any application to join our setting due to disability in any form we pride ourselves on being an all-inclusive Nursery. We will set out to resolve any problems that may occur with our layout or interior. The setting will liaise with outside agencies for the support that may be required in such circumstances.

We offer a variety of funded places including 2, 3 & 4-year-old funding and 30 hours funding. We offer full days and half days and will endeavour to be flexible where possible. We also offer the stretch funding which enables children to attend all year round depending on the amount of sessions the child attends. We require our children to attend a minimum of 10 hours per week, either 2x half sessions or 1x full day, this is to support each child settling in. This will enable each key person to track the child's development as best as possible. If you wish to book any extra sessions but then decide to cancel the session without sufficient notice you will still be charged for the session booked. If Parent/carers are late more than twice in the short timeframe they will be fined a late collection charge of £1 per minute they are late, this will be added to the parent/carers invoice of the month that the late collection occurred.

Professional Abuse Policy & procedure

At Stoke Green Day Nursery we will work with children, parents, external agencies, and the community to ensure the welfare and safety of children and to give them the absolute best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

Employee's, students, and volunteer's suitability is assessed through obtaining 2 references and by undergoing a DBS check before they commence employment at the setting. New staff members are informed of this procedure during their interview process.

Staff performance is monitored through a supervision, peer observations, appraisals and all employees are asked to declare any convictions, cautions, court orders, reprimands, and warnings since the last supervision meeting. DBS checks are reviewed using the update service. The settings recruitment process also includes this declaration within job application forms and applicants are asked to send these details separately to the application form.

If any member of staff has witnessed or heard anything that they consider as being inappropriate, such as harm, abuse and inappropriate behavior they must inform the Nursery Manager (DSL) or the next person in charge. The Role of the designated DSL is to manage the allegation according to the safeguarding procedure and investigate professionally and appropriately.

- The Nursery Manager – Yasmin Lander and the Deputy Manager – Janet Dale will record any allegations and will then inform the Coventry Safeguarding Children Partnership and will then follow their advice and guidance. Ofsted will then be notified.



- Any allegations should be recorded by those that have made the allegation, signed, and dated. They must then remain confidential about the allegation and only those involved are permitted to discuss. Any written allegations will be stored away within the nursery concerns file, in a lock cabinet draw.

Depending on the allegation made the member of staff involved may be asked to leave the premises immediately pending an external investigation. Any investigations will be conducted in a confidential manner with the people concerned. All written details and information will be filed away securely.

Whistleblowing Policy & procedure

At Stoke Green Day Nursery we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective. Whistleblowing is the term used when a worker passes on information concerning wrongdoing.

We recognise that there may be occasions where this may not happen, and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk. We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013, there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- A criminal offence



- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or
 - Concealment of any of the above
 - Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security is being, has been, or is likely to be, committed.

Qualifying disclosures made before 25 June 2013 must have been made 'in good faith' but when disclosed, did not necessarily have to have been made 'in the public interest.'

Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however, they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true
- You must not act maliciously or make false allegations
 - You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

Disclosure of information

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and/or one or more of the following may be happening, you **MUST** use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. EYFS, Equalities Act 2010)
 - That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be endangered
 - That the environment, has been, is being, or is likely to be damaged
- That information tending to show any of the above, has been, is being, or is likely to be deliberately concealed.

Disclosure procedure

- If this information relates to child protection/safeguarding then the nursery *child protection/*safeguarding children policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred, you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to **[insert name and contact details]**
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the *nursery manager/*owner
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal



- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team and Ofsted so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.

Procedure to follow:

Allegation put forward to the management team if the allegation is alleged regarding the manager team the alleged should be forward to the company director – Stephen Price.

The appropriate person conducting the investigation will begin the process by:

- Interviewing with all people involved individually (Internal & external)
 - Liaising with a HR company providing employment law advice
 - Carry out the investigation using CCTV, if necessary, as evidence.
 - If required employee suspension will be actioned
 - Conduct disciplinary hearing with the necessary outcome.
-
- If the allegation is found to be false; the member of staff will be given the opportunity to return to employment and will be offered all the support, they may need. This may mean regular meetings and discussions with staff and parents to ensure they are aware that all investigations into the allegation were conducted thoroughly as reassurance. The nursery will continue to provide support for the family and child involved.
 - Allegations of a serious nature will be reported to the appropriate organizations depending on the nature of the allegation. Ofsted, the local authority, the early years team and Lado are potentially organizations that would be informed.

Student Policy & procedure

Stoke Green Day Nursery recognises that qualifications and training are the essential contribution to the quality of the care and education provided by early years settings. As part of our commitment to quality, we offer placements to students undertaking early year's qualifications and training. We also offer placements for school pupils on work experience if required.

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

The following procedure will be adhered to:

We require students on qualification courses to have a DBS check carried out by the college/school.



- We supervise students at all times and do not allow them to have unsupervised access to children or lone work. Students undertaking qualification courses who are placed in our setting are not counted in our staffing ratios.
- Trainee staff employed by the setting may be included in the ratios if they are deemed competent. We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.
- We require students to keep to our confidentiality policy. We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study.
- We provide students with a full induction prior to the first day at Stoke Green Day Nursery, students are also provided with a health & safety handbook and information on how our sessions are organised and our policies and procedures. We communicate a positive message to students about the value of qualifications and training.
- We ensure that trainees and students placed with us are engaged, we will provide knowledge and early years training, which provides the necessary background understanding of children's development and activities.

Parent Partnership Policy & procedure

At Stoke Green we aim to work in partnership with parents to provide a high standard of care and education for children and encourage a positive relationship with parents. We acknowledge parents as the primary carers and first educators of their children and recognise the vital role that they play in their child's life.

- We provide parents and carer with an opportunity to provide parent surveys and suggestion slips. We operate parents' evenings twice a year and at the parents or key person request for meetings to take



place if required. If parents have particular skills or an area of expertise that they would like to share we welcome and value their contribution.

- Parents are kept fully informed and consulted about all aspects of their child's care, learning and development and have open access to their child's records upon request. The nursery promotes a two-way sharing of information between parents and staff members. Parents are given copies of, or have access to, all policies and procedures to enable them to understand fully how our service operates.
- Information for parents is regularly updated on the parents' notice boards. Parents are given a contract clearly stating the conditions of the partnership agreement. Parents are regularly emailed with various updates and information.
- We aim to give parents and families as much support as possible, especially those experiencing difficulties. The nursery has a strict code of conduct regarding confidentiality in line with the Data Protection Act 2018.
- Information about parents, children and their families are always treated as strictly confidential. We do not pass on information about a child unless we have the permission of their parents, or it is essential for a child's welfare.

Promoting healthy Eating Policy & procedure

We aim to provide a varied, well-balanced, nutritious diet that reflects a variety of different cultures, for all children. We aim to ensure that mealtimes are a relaxed, enjoyable experience. Children will be encouraged to develop good eating habits, increase their self-help skills, and develop socially.



The setting believes that nutrition is a key contributor to the early years of a child's life and as an early year setting, we believe it is part of our role to contribute to this.

In order to achieve this:

- We seek expert advice and training on our menus to ensure that they meet the nutritional requirements for the children.
- We use as much fresh produce as possible; we do not serve highly processed foods; we provide nutritious snacks at appropriate times during the day.
- We offer regular drinks to all children; ensuring water is readily available for children throughout the day. No salt or sugar is added to any of our freshly prepared meals.
- We provide full fat milk and for children under the age of 2 and semi skimmed for over 2 years, as recommended. All Menus will be displayed for parents / carers within the nursery setting and downloadable online.
- Children's individual dietary needs and allergens will be discussed with parents/carers prior to the children's start date. Documentation is mandatory regarding dietary, and allergen needs, a care plan if required and a dietary requirement form must be completed and sign by the cook & management.
 - The consistency of food will be appropriate to the child's age and stage of development.

An appropriate environment will be provided which encourages independence, the development of good eating habits and the children's social skills, such as:

- The tables will be arranged in small groups with room for adult interaction and key supervision. Sufficient spaces will be provided for each child to eat comfortably at the table.
- Appropriately sized cutlery and crockery will be provided suitable for the children's age and stage of development. All children will be given sufficient time to eat their meal to ensure that it is a sociable occasion.
- Babies who require bottle-feeding will be held by a member of staff (if possible, their Key Person) and **never** left unsupervised.
- Food and drink will not be used as a bribe or punishment. Children will not be denied food or drink, for example if they have not eaten their first course, they will still be offered a second course.
- Staff members will liaise with parents if they have any concerns about the child's eating habits or diet. Children will be encouraged to help with preparation, serving and clearing away at mealtimes, as appropriate to their age and stage of development.
- Children will be encouraged to try all foods but never forced to eat anything they do not want to. Their likes and dislikes will be discussed with parents and considered.
- Children who require additional support at mealtimes will be seated close to a member of staff who will encourage and support them.

Rest and Sleep Policy & Procedures



Throughout the day children will be given the opportunity to rest and sleep appropriate to their age/stage of development and their individual needs. The individual sleep and rest pattern of children will be discussed and agreed with parents and met as far as possible within the daily routine.

Rest times

- Comfortable areas and an appropriate environment will be provided to allow children to rest as and when they wish to throughout the day.
- Opportunities will be given for children to sit quietly, listen to music, look at books and be read or choose an activity.

Sleep times

- Staff will recognise that children have individual sleep patterns and comforts when being settled to sleep.
- Comfort items such as blankets, soft toys from home etc will be used in line with parent's wishes, however we will take into consideration the potential impact of the comforter may have on the child and review the situation if needed.
 - Staff will ensure that children are clean and comfortable before being put down to sleep.

An appropriate environment will be provided to encourage children to settle to sleep such as:

- Appropriate blinds to darken the room, sufficient room between beds (2m) and cots to prevent disturbance.
- Children who are unable to be settled may be taken to another area to prevent disruption.

In order to ensure that children sleep safely:

- Children will be provided with a cot or bed for their use at Nursery, dependent on parent's wishes.
- Personal bedding will be provided which is washed frequently, cleaned and in good condition.
- Babies will be slept in line with the most up to date guidance on safe practice from relevant bodies such as the Department of Health.
- All babies and children who are sleeping will be checked at a minimum of 5-minute intervals. A member of staff will always be nearby, where babies and children are sleeping. A record of these checks will be maintained and logged for a 3-month period.

Staff will help children to settle to sleep by:

- Comforting them.
- Rubbing their back or hair.
 - Singing to them.
 - Reading to them.

Physical restraint will never be used when settling a child to sleep.

If a child does not settle to sleep after a period of time, they will be allowed to get up and play in another room.



Photograph & Filming Policy & Procedures

Throughout the Nursery, staff members, students and children are encouraged to take photographs and record videos for a variety of purposes such as:

- To record events and activities in the child's learning journey
 - To celebrate children's achievements
 - To share activities and information with parents
 - To use for training purposes
- To use for display purposes around the nursery (If consent is given)

In addition, photographs and videos may from time to time also be used for:

- Promotional materials (prospectus)
- The nursery website (if consent is given)
- The Nursery social media platform (Facebook)
- Newspaper and media articles (if consent is given)

We recognise that it is important to have clear policies and procedures in place in order to safeguard children, for confidentiality reasons and to ensure that photographs and videos are used only for the purposes intended and with the full and informed consent of parents.

The following procedures will therefore be used for the taking, use and storage of photographs and videos of children:

- Written parental consent will be obtained for the general purposes. Parents will, of course have the right to refuse permission for all or some of the purposes outlined above, consent forms will be provided on the child's first settle/induction.
- Staff members, students and visitors etc are not permitted to take photographs or video children for their personal use.
- Staff members are to keep their personal mobile phone device within the office during working hours, other personal belongings will be stored in the lockers provided and only used in staff areas.
- Photographs and video recordings will only be taken, processed, and printed on equipment supplied by the nursery. Photographs will be stored on a password protected computer and will be deleted from the camera memory and video memory as soon as is reasonably practicable.
- Parents will be informed, and written consent will be required for photographs and videos that may be taken by parents and relatives at nursery events such as plays and performances and have the option of withdrawing their child if they wish.



Electronic devices and Social Media networking
Policy & Procedures

Electronic devices include Mobile Phone devices, Smart Watches, Camera's, Computer and Laptops.

Mobile phones and other devices that accept calls, messages, and video calling
At Stoke Green 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. This policy is to 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.

The following procedure will be adhered to:

- Mobile phones are either turned off or on silent and not accessed during your working hours and to be kept within the office.
- Mobile phones/smartwatches/Fitbits can only be used on a designated break and then this must be away from the children
Smartwatches/Fitbits are to be disabled when within the Nursery premises.
- Mobile phones/smartwatches/Fitbits should be stored safely in the office at all times during the hours of your working day.
 - The use of nursery devices, such as tablets, must only be used for nursery purposes.
- 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 only use mobile phones belonging to the Nursery, stored within the office.
- Nursery devices will not be taken home with staff and will remain secure at the setting when not in use.

Photographs and videos

At Stoke Green 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 provided written consent is given. 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.

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 and nursery cameras will be transferred to the computer to ensure no images are left on these mobile devices. The computer is password protected and is frequent.

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 etc parents may produce group photographs to distribute to parents or self-keep upon 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.



Nappy Changing Policy & Procedures

At Stoke Green Day Nursery we support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Wherever possible, each child's key person will change nappies according to the child's individual needs and requirements.

The following procedure will be adhered to:

- Employees changing nappies will use a new disposable apron and pair of gloves for each nappy change and always wash hands before and after using gloves
- Clean disinfect and dry mats thoroughly after each nappy change; disposable towels/roll are discarded after each nappy change
 - Ensure they have all the equipment they need before each nappy change
 - Keep nappy bags, gloves and aprons out of reach of babies and children.

Reusable Nappies

The procedures above are followed where children wear useable nappies, in addition we:

- Ask the parents for a demonstration for fitting the nappy correctly
 - Dispose of any soiling by flushing straight down the toilet
- Dispose the reusable nappies liner, and place in a nappy bag (and disposed of as per disposable nappies in a nappy bin)
- Store the used nappies in a sealable wet bag (including a waterproof interior and sealed prevents any smells escaping) away from children
 - Provide the parents with the wet bag at the end of the day to clean the used nappies.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm, as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. 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 and who is caring for their child
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g., through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
 - Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
 - Training all staff in the appropriate methods for nappy changing
 - Ensuring that no child is ever left unattended during the nappy changing time



- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted; and those students only change nappies with the support and close supervision of a qualified member of staff
 - Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- 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 partner's policy. This is essential for any intimate care routines which may 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 child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors
 - Cameras, tablets and mobile phones are not permitted within toilet and intimate care areas
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery
 - Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- Conducting regular risk assessments of all aspects of nursery operations 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.



Immunisation Policy & Procedures

At Stoke Green Day Nursery we expect that children are vaccinated in accordance with the government's health policy and their age and promote this. We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children in the nursery may not be vaccinated, due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer. We record, or encourage parents to record, information about immunisations on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

Staff vaccinations policy

It is the responsibility of all staff to ensure they keep up to date with their vaccinations, as recommended by the Government/NHS vaccination schedule and keep the nursery informed. If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse for their own good health.

Emergency information

We keep emergency information for every child and update it every six months with regular reminders to parents in newsletters, at parents' evenings and a reminder notice on the Parent Information Board.

Coronavirus vaccinations

We encourage all employees to part take in the covid-19 vaccinations; however this is solely the individuals choice and will not be forced only recommended.



Oral Health Policy & Procedures

Stoke Green Day Nursery actively promote high standards of oral health by actively encouraging healthy eating and good personal and oral hygiene. Your child's milk teeth are important for eating, speech, smiling and confidence. They are also important for the development of permanent teeth, so it is especially important to look after them.

This policy will cover bases of food, snacks, drinks, rewards, special occasions, the importance of oral hygiene, parent/carers, and staff.

- Snacks will be varied, and all children will be encouraged (never forced) to try new foods, children are provided with healthy snacks no added sugars or salts will be added or artificial colours.
- Milk and water only will be offered to the children as a drink with their snack or at other times throughout the day. The setting will not accept beakers or bottles of juice from parents/carers.
- Children are not rewarded with sweet products for positive behaviour. The only time we may offer sweet treats are on occasions of events, parental consent will be gained before offering any sweets.
- Parents and guardians can access information about tooth brushing or oral health from nursery staff or posters etc in the nursery. Oral health will be included in any learning opportunities and teachable moments.
- Stoke Green will arrange visits from the dentist and oral health professionals regularly to promote and teach the children the importance of oral hygiene. Good oral hygiene will always be promoted within our setting.
- Appropriate training and information will be given and shared between all staff in the Nursery, all staff will be familiar with this policy. The policy will be reviewed and updated annually or as required
- On children's birthday occasions we allow parents / carers to bring in a sweet treat for the other children to celebrate, however we ask parents / carers to provide individually wrapped or packaged items of foods that clearly indicates the ingredients. No full cakes that are not



individually cut can be offered due to allergens and time consuming.

Risk Assessment Policy & Procedures

At Stoke Green Day Nursery we take all reasonable steps to ensure staff and children in our care are not exposed to risks. We promote the safety of children, parents, staff, and visitors by reviewing and reducing any risks.

Risk assessments

Risk assessments document the hazards/aspects of the environment that needs to be checked on a regular basis. These include who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored and checked and by whom.

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

All staff are trained in the risk assessment process to ensure understanding and compliance of how they manage risks.



Health and Safety Policy & Procedures

At Stoke Green 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, parents, and any visitors, 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) 2021
- 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. To maintain the maximum protection for children, staff and parents the nursery:

- Ensures 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
- Ensures that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out.
- Ensures that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children
- Ensures that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
 - Prohibits smoking/vaping on the nursery premises – see smoking and E-cigarette policy.
- Prohibits any contractor from working on the premises without prior discussion with the company director or management team.
- Encourages children to manage risks safely and prohibits running inside the premises unless in designated areas or activity provided.
- Risk assesses all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery. Carry out pat testing annually.
- Ensures all cleaning materials are placed out of the reach of children and kept in their original containers, clearly labelled substances.
 - Ensures staff wear protective clothing when cooking or serving food
- Prohibits certain foods that may relate to children's allergies, e.g. nuts are not allowed in the nursery
- Follows the dietary requirement & allergens policy for children who have allergies or have a reaction at the nursery
- Familiarises all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
 - Provides appropriately stocked first aid boxes and check their contents regularly
 - Ensures children are supervised at all times & ratios are maintained.
- Takes all reasonable steps to prevent unauthorised persons entering the premises and have an agreed procedure for checking the identity of visitors. i.e fob security system.
 - Ensures no student or volunteer is left unsupervised at any time



- Ensures staff paediatric first aid certificates or a list of staff who hold a current PFA certificate recorded within in staff files.

Responsibilities

The designated Health and Safety Officer in the nursery is **Yasmin Lander – Nursery Manager & Janet Dale – Deputy Manager**

The employer has overall and final responsibility for this policy being carried out at:

Yasmin Lander – Nursery Manager

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.

Health and safety training

Person responsible for monitoring staff training is Yasmin Lander.

We carry out risk assessments to assess any health and safety risks to employees carrying out office duties and provide appropriate equipment for their role.

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.
 - These are reviewed at regular intervals and when arrangements change
- All equipment, rooms and outdoor areas are checked thoroughly by staff before children access them or the area.
- 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 legionella¹, and manage these risks including avoiding stagnant water
- All staff and students receive appropriate training and inductions in all areas of health and safety which includes risk assessments, manual handling, fire safety and emergency evacuation procedures. 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 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 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.

The following procedure will be adhered to:

- Our induction training for employees, agencies and volunteers includes a clear explanation of health and safety measures so that all adults must adhere to our policy and procedures as they understand their shared responsibility for health and safety. The induction training covers matters of employee



well-being, including safety of manual handling, the storage of potentially dangerous substances such as COSHH.

- Parents are aware of safety measures in place and the policies and procedure that are to be adhered to. A Nursery contract is provided and signed prior to their child's start date.
- Staff effectively plan for the working day and routine such as planned activities or extended child led learning by carefully carrying out a risk assessment if required on the resources that may be at a higher risk for example – chubby hammers and screws.
 - A risk assessment file is stored within the office covers areas such as the building, outings, miscellaneous, classrooms, person / people.
- A full risk assessment regarding the Nursery's resources is completed and reviewed annually.

Safety of adults:

- Appropriate safety equipment must be used/worn when self-assembly jobs are required.
- Stoke Green have a designated qualified factotum worker – Kevin Sloan, who will be deployed on site jobs, when required, risk assessment in place.
 - All staff members are too complete an E-learning course of health and safety in a workplace.
 - Any staff accidents are recorded in the employee accident book which is located within the office.
 - We keep all cleaning chemicals in their original containers and the label of the chemicals within the substance and ensure they are safely stored out of children reach.
- The setting will protect employees and will comply with the Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended)
- Employees are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.

Gas/Electrical equipment

- All electrical/gas equipment conforms to safety requirements and is checked regularly. Our boiler/electrical switch is not accessible to the children.
- Electric sockets as advised unplugged, wires and leads are appropriately guarded, and the children are taught not to touch them.
 - There are sufficient sockets to prevent overloading.
 - The temperature of hot water is controlled to prevent scalds.
- Lighting and ventilation are adequate in all areas including storage areas.

Outdoor area:

- Our outdoor area is securely fenced and checked regularly.
- Before entering the outdoors area, a staff member from each room will commence a health and safety outdoor checks. Where water may form a pool on equipment, it is emptied before children enter outside. Our outdoor sand pit is covered when not in use and is cleaned regularly. All our outdoor activities are supervised.

Hygiene:

All daily health and safety checklists to incorporate more frequent cleaning arrangements. We have allocated designated management to monitor effective completion of tasks. We use an outside company – Hygiene solutions who attend weekly to replenish our goods such as air fresheners, bins etc and complete an environmental check. We use a outside cleaning company – NIC services directed by – Grant Duncan who attend daily to carry out heavy duty cleaning within the classrooms, hallways and other facilities.



- We ensure that our employees clean frequently touched surfaces more often, clean surfaces that children are touching regularly, such as toys, books, chairs, doors, sinks, toilets, light switches, handrails, more regularly than normal.
- We are ensuring that all bins for tissues are emptied throughout the day. We are ventilating all room where possible using natural ventilation (opening windows)
- Ensuring bathrooms are checked regularly, disposing of waste from people with symptoms of coronavirus, such as disposable cleaning cloths, tissues, and PPE, putting all waste in a plastic rubbish bag and tie it when full, then placing the plastic bag in a second bin bag and tie it.

Reporting procedures

We follow the guidelines of the Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR) for the reporting of accidents and incidents. Ofsted is notified of any injury requiring treatment by a general practitioner or hospital doctor, or the death of a child or adult.

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

Any identified hazards and faulty equipment will be reported immediately to the management team and great care will be taken to minimize the risk of any hazards and the faulty equipment will be removed immediately. Risk assessments will be reviewed, and action will be taken with immediate effect.

All first aid boxes will be checked monthly and expiry dates will be recorded on the checklist inside the box. The designated person to check will be responsible for informing the manager in appropriate advance of any contents that need to be purchased.

Lock down Policy & Procedures

We take all reasonable steps to ensure the safety of children, staff and others on the premises, in the event of an emergency requiring a full lock down we will follow the lock down procedure:

Lock down procedure

We will use the lock down procedure when the safety of the children, staff and others on the premises are at risk and we are better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery – as long as it is safer staying in the premises than leaving.



In this case the staff will be notified by the following action:

- A report incident or disturbance in the local community -

An intruder on the nursery site – Lock down code is in place, all staff are made aware of the password. Management and/or the nursery supervisor will make staff alert and will begin the lockdown procedure.

- Ensure all children are head counted and safe within the classroom.
 - Children register checked
 - Staff headcount and signing in and out sheet checked.
- Ensure all curtains and blinds are shut and window and doors are locked safety.
 - Monitor surrounding by CCTV / burglary alarm set.
 - Police phoned if necessary.

A warning being received regarding a risk locally, of air pollution -

- Ensure all curtains and blinds are shut and window and doors are locked safety.
- Report to local authority and follow instruction and guidance.

A major fire or explosion in the vicinity of the nursery –

- As long as it is safer staying in the premises than leaving. All individuals including children will remain in the area they are in, if safe to do so.
- If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors wherever safe to do so.
- All individuals will keep away from the windows and doors and children will be occupied in the centre of the room so they are not placed at risk or are able to see any situation developing outside.
 - The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates. The manager on duty will manage the situation dependant the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been alerted by the police or local area authority then the nursery will await further instructions.
- Once all clear has been given externally the manager will issue all clear internally. After this time the staff will try to return to normal practice to enable the children not to be disrupted or upset by the events.
- Any children showing worries or concerns will have one to one time with their key person to talk about these.
- Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully, and the procedure went as planned. Ofsted will be informed. A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)



Record Retention Policy & Procedures

This policy is subject to the laws relating to data protection and document retention. We are required under legislation to keep certain records about children, parents, and staff members. Due to this legislation, we are required to keep this information for a set amount of time.

Below is a brief overview of the information we keep and for how long. This policy should be used in conjunction with the Access and Storage of Information policy, the Data Protection and Confidentiality policy and the Privacy Notice.

Records relating to individual children e.g. care plans, speech, and language referral forms – We will pass these on to the child's next school or setting following our Local Authority's protocols for transition and sharing of sensitive records, copies will be kept for a reasonable period.

Children files: 25 years

Staff and children accident form: 25 years

Pre-existing injury forms: 25 years



Safeguarding Records and Cause for Concern forms – 25 years

Children records of any reportable death, injury, disease, or dangerous occurrence: 25 year (As these incidents could result in potential negligence claims, or evolve into a more serious health condition)

Records of any reportable death, injury, disease or dangerous occurrence (for children) - As these incidents could result in potential negligence claims, or evolve into a more serious health condition, we keep records until the child reaches the age of 21 years and 3 months.

Observation, planning and assessment records of children – 3 years

Information and assessments about individual children are either given to parents when the child leaves or to the next setting/school that the child moves to (with parents' permission).

Staff personnel files and training records (including disciplinary records and working time records) – 7 years

Visitors/signing in book –24 years (as part of the child protection act)

Key Person Policy & Procedures

At Stoke Green Day Nursery our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling into the nursery.

Our settling in procedure includes:

- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and looks after the child, ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the Nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Working with parents to gather information before the child starts on the child's interests, likes and dislikes and their favourite things available at settling sessions, e.g. their favourite story or resource: as well as completing a baseline of the child's current development to plan, and meet, the individual needs of the child from the first day (Welcome pack)



- Encouraging parents and children to attend all 3 settling in sessions prior to the child / children start date with the Nursery setting.
 - Encouraging parents/carers to send in family photos to display to help settle the child
- Reassuring parents whose children seem to take a little longer to settle in and developing a plan with them, for example shorter days, where possible.
 - Providing regular updates and photos of the children settling.
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
 - Not taking a child on an outing from the nursery until he/she is completely settled.

The Progress check at age 2 – Well Comm

As part of the EYFS framework the key person is to check children's progress at the age of 2 years onwards, the focus for the check is based on the 3 prime areas to ensure the child is currently developing there required according to the development matters guidance and the Well Comm assessment.

The key person will carry out the Well comm assessment, this can be completed prior to the child's second birthday if the key person believes reason for concern.

The progress check aims to review the child's development and ensures that parents have a clear picture of their child's development. Within the Well Comm assessment, the key person will answer the questions on the assessment honestly and factually. The answer will be input into the Well Comm toolkit online to provide any support require to moving forward. The parents and carers will be notified with the assessment outcomes.

No Smoking & E- cigarettes Policy & Procedures

At Stoke Green Day Nursery we are committed to promoting children's health and well-being. This is of the utmost importance for the nursery. Smoking and the use of e-cigarettes has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking/vaping policy within its buildings and grounds. It is illegal to smoke in enclosed places.

All persons must abstain from smoking/vaping while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises. Staff accompanying children outside the Nursery, are not permitted to smoke/vape. We also request that any parents accompanying nursery children on outings refrain from smoking/vaping while caring for the children. Staff must not smoke/vape while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke/vape during breaks they are asked to change into their own clothing and smoke/vape away from the main entrance/nursery premises.

We respect that smoking/vaping is a personal choice, although as an organisation we support healthy lifestyles. We follow Public Health England advice and aim to help staff and parents to stop smoking/vaping by:



- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - www.smokefree.nhs.uk
- Offering information regarding products that are available to help stop smoking

Transition Policy & Procedures

At Stoke Green Day Nursery we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

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

Starting nursery

We recognise that starting nursery may be difficult for some children and their families. We have settling in procedures to support the child and their family, please see key person policy and procedures.



Moving rooms procedure

When a child is ready to move to a different room in the Nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages.

This will include a handover meeting between the existing key person, new key person and parents.

- The child will experience shorter sessions in their new classroom prior to the permanent move to enable them to feel comfortable in their new surroundings
- Wherever possible groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know
 - Parents will be kept informed of all visits and the outcomes of these sessions e.g. through photographs, discussions, Nursery emails etc.

Starting school or moving childcare providers

Starting school is an important transition and some children may feel anxious or distressed. We will do all we can to facilitate a smooth move and minimise any potential stresses. This following process relates to children going to school. However wherever possible, we will adapt this process to support children moving to another childcare provider e.g. childminder or another nursery.

- We provide a variety of resources that relate to the school, e.g., uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend. This will help the children to become familiar with this new concept and will aid the transition
 - We invite school representatives into the nursery to introduce them to the children
- Where possible we plan visits to the school with the key person. Each key person will talk about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these
- We produce a transition report and an all about me document on every child starting school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.

Nursery Mobile Phone Policy & Procedures

At Stoke Green Day Nursery we take pride in promoting events, stay and plays, interacting and engaging with parents/carers to build on our parent/carer partnership. Social media gives us the opportunity to share information with the parents/carers and the public such as open days, upcoming events, dates not to be missed etc. We have introduced a Nursery iPhone (iPhone 6.) This will allow the management team – Yasmin Lander & Janet dale to access the Stoke Green Day Nursery account on Facebook, share photos with parents/carer on a regular basis, this will enable us to use the Facebook page to build on a brilliant repour with our parents/carers.

The following procedure will be adhered to:

- The appropriate use on the iPhone via staff within the rooms will be monitored closely by management. In the office we will provide staff with a signing in and out sheet to log the date, time, and the staff member using the device. The iPhone device will be stored in the office at all time unless it has been signed out by the member of staff using it.



- The iPhone device will be kept on silent to protect the children from being disturbed within the rooms. The iPhone has no SIM card in, this is to stop any potential calls or texts incoming or outgoing.
 - The nursery phone is password protected and the access pin code is frequently changed.
- Staff have been made aware of the use of the iPhone and that it is purely to take photos of the children within the rooms and garden only. The iPhone will not be used in any other part of the building.
- The photos will be used for learning journeys, display boards, social media. A consent form will be provided for parents/carers to give or deny their child access for permission with learning journeys, display boards, social media. We understand and respect all parent/carers wishes.
- To go alongside our safeguarding policy, CCTV has been installed in our nursery premises. The iPhone will be checked on a daily basis by management to ensure correct usage.
- Unnecessary applications have been disabled on the iPhone, to download any applications there is a password required.
- The phone is to be stored within a locked cabinet and can only be accessed by staff upon request. The Nursery iPhone must be signed in and out of the office by the member of staff wishing to use the iPhone.
- Should any members of staff have any concerns the Professional Abuse and safeguarding policy's will be adhered to.

CCTV Policy & Procedures

At Stoke Green Day Nursery we have installed CCTV on our premises which is securely monitored by a CCTV surveillance system. The Nursery Management is responsible for the operation of the system for ensuring compliance with this 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 16 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 listed below.

- Baby room, caterpillar room, sensory room.
- Ladybird room consists of 2x CCTV cameras
- Butterfly room consists of 2x CCTV cameras
- Pre-School room consists of 2x CCTV cameras
- Soft play room consists of 1x CCTV camera
- Outdoors area (Garden) consists of 3x CCTV cameras
 - Main outside entrance – 1x CCTV camera
- Car park/Main outside entrance – 1x CCTV camera
 - Front hallway 1x CCTV camera
 - Back hallways 1x CCTV camera
- Green gate entrance way 1x CCTV camera
- Front door entrance 1x CCTV camera

Storage and retention

The images captured by the CCTV system will be retained for a maximum of 14 days, except where the image identifies an issue and is retained specifically in the context of an investigation/prosecution of that issue. The images and recordings will be stored on the computer with a password protected log in. Access will be restricted to authorised personnel.

Supervising the access and maintenance of the CCTV System is the responsibility of the the company director and management team. 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.

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.

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 the management team of the nursery in the first instance.

Responsibilities

The company director – Stephen Price and the Management team – Yasmin Lander or Janet Dale will ensure that **the following procedure will be adhered to:**

- That the use of CCTV systems is implemented in accordance with this policy
- The management team oversee and co-ordinate the use of CCTV monitoring for safety and security purposes
 - That all CCTV monitoring systems will be evaluated for compliance with this policy
 - That the CCTV monitoring is consistent with the highest standards and protections
- They review camera locations and be responsible for the release of any information or recorded CCTV materials stored in compliance with this policy
- They 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
- That the perimeter of view from fixed location cameras conforms to this policy both internally and externally
 - That all areas being monitored are not in breach of an enhanced expectation of the privacy of individuals
 - 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”
- That monitoring footage are stored in a secure place with access by authorised personnel only – Office.
 - That images recorded are stored for a period not longer than 14 days, the footage is then automatically erased, unless required as part of a Nursery investigation, criminal investigation, or court proceedings (criminal or civil).
- That under certain circumstances, the CCTV footage may be used for training purposes (including staff supervisions) or for parents to view child transitions.

Coronavirus Policy & Procedures

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2. It was first identified in December 2019 in Wuhan, China, and has since spread globally, resulting in an ongoing pandemic.

At Stoke Green Day Nursery we have implemented extra prevention measures in place since the COVID-19 global pandemic stuck in late 2019. We understand the impact that the Coronavirus has had on everyone and



will carefully embed measures in place to prevent and support all areas in early years.

Category	Current measures 19 th July 21	September 4 th 21
Outbreak Management Plan	Children’s bubbles formed to ensure lessening of risk of infection caused, report to the local authority, Ofsted & the DOE. Advice and guidance will be seeking upon any positive cases.	Given the detrimental impact that restrictions on education can have on children, any measures should only ever be considered as a last resort, kept to the minimum number of settings or groups possible, and for the shortest amount of time possible.
Workforce	All staff s follow the system of controls to minimise the risks of spread of COVID-19. This will reduce the risks to all staff significantly. All members of staff at Stoke Green have viewed the covid-19 risk assessment and understand the process in place.	We welcome your support in encouraging vaccine take up and enabling staff who are eligible for a vaccination to attend booked vaccine appointments where possible.
Clinically extremely vulnerable (CEV) staff and children	Staff in early years settings who are clinically extremely vulnerable are advised to work from home where possible but can attend their place of work if they cannot work from home. All children who are clinically extremely vulnerable should attend their setting unless they are one of the very small number of children under paediatric or other specialist care and have been advised by their GP or clinician not to attend.	Staff in settings who are CEV should currently attend their place of work if they cannot work from home. DHSC has published updated guidance https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/19-july-guidance-on-protecting-people-who-are-clinically-extremely-vulnerable- from-covid-19 All children who are CEV should attend their setting unless they are one of the very small number of children on the paediatric or other specialist care who have been advised by their GP or clinician not to attend.
Mixing	Early years settings can operate at normal group sizes. You should still consider how you can minimise mixing within settings, for example using different rooms for different age groups, keeping those groups apart as much as possible. Minimising contact between groups can reduce the number of children and staff required to self-isolate in the event of children or staff testing positive for COVID-19.	Please view covid-19 Risk assessment for detailed information. At September 4th we will no longer recommend that it is necessary to keep groups apart as much as possible.



<p>Visitors</p>	<p>There will be occasions when visits to the nursery setting are necessary, we ensure visitors follow the system of controls, maintain social distancing, and wear face coverings where needed.</p> <p>We provide trace and trace information to be kept of all visitors which follows the guidance on maintaining records of staff, customers and visitors to support NHS Test and Trace.</p>	<p>No restrictions or controls on visitors or visitor numbers.</p>
<p>Contact tracing</p>	<p>As a Nursery setting we will ensure that a swift action is taken when we may be informed that someone who has attended the setting has tested positive for COVID-19 having developed symptoms and taken a test. We will ask parents, carers and staff to inform you immediately of the results of a test and follow this guidance.</p> <p>The advice service (or PHE local health protection team if escalated) will work with you to guide you through the actions you need to take. Based on their advice, you must send home those people who have been in close contact with the person who has tested positive, advising them to self-isolate immediately and for at least the next 10 full days counting from the day after contact with the individual who tested positive. It is a legal requirement for an individual to self-isolate if they have been told to do so by NHS Test and Trace.</p>	<p>Settings will only need to do contact tracing up to Step 4. From Step 4, close contacts will be identified via NHS Test and Trace and education settings will no longer be expected to undertake contact tracing.</p> <p>As with positive cases in any other setting, NHS Test and Trace will work with the positive case to identify close contacts. Contacts from a setting will only be traced by NHS Test and Trace where the positive case specifically identifies the individual as being a close contact. This is likely to be a small number of individuals who would be most at risk of contracting COVID-19 due to the nature of the close contact. You may be contacted in exceptional cases to help with identifying close contacts, as currently happens in managing other infectious diseases.</p>
<p>Self-isolation</p>	<p>Children, staff and other adults must not come into the setting if:</p> <ul style="list-style-type: none"> • they have one or more COVID-19 symptoms • a member of their household (including someone in their 	<p>From 16 August 2021, children under the age of 18 years old will no longer be required to self-isolate if they are contacted by NHS Test and Trace as a close contact of a positive COVID-19 case.</p> <p>Instead, children will be contacted by NHS Test and Trace, informed they have been in close contact with a positive case</p>



	<p>support bubble or childcare bubble if they have one) has COVID-19 symptoms or have tested positive</p> <ul style="list-style-type: none"> • they are legally required to quarantine, having recently visited countries outside the Common Travel Area • they have had a positive test • they have been in close contact with someone who tests positive for COVID-19 <p>They must not attend with immediate effect and for at least 10 full days from the day after:</p> <ul style="list-style-type: none"> • the start of their symptoms • the test date, if they did not have any symptoms but had a positive rapid lateral flow device test or polymerase chain reaction (PCR) test (if a rapid lateral flow test is taken first, and a PCR test is then taken within 2 days of the positive lateral flow test, and is negative, it overrides the rapid lateral flow test and they can return to the setting). <p>You must follow this process and ensure everyone onsite, or visiting, is aware of it.</p>	<p>and advised to take a PCR test. We would encourage all individuals to take a PCR test if advised to do so.</p> <p>18 year olds will be treated in the same way as children until 4 months after their 18th birthday to allow them the opportunity to get fully vaccinated. At which point, they will be subject to the same rules as adults and so if they choose not to get vaccinated, they will need to self- isolate if identified as a close contact.</p> <p>Settings will continue to have a role in working with health protection teams in the case of a local outbreak. If there is an outbreak in a setting or if central government offers the area an enhanced response package, a director of public health might advise a setting to temporarily reintroduce some control measures.</p>
<p>Face coverings</p>	<p>We recommend that face coverings should be worn by staff and adults (including visitors) in situations where social distancing between adults is not possible for example, when moving around in corridors and communal</p>	<p>From Step 4, face coverings will no longer be recommended for staff and visitors in corridors or communal areas. You can find more information on the use of <u>face coverings including when to wear one, exemptions and how to make your own.</u></p>



	<p>areas. We do not advice children wearing face masks.</p>	<p>From Step 4, the Government is removing the requirement to wear face coverings in law but expects and recommends that they are worn in enclosed and crowded spaces where you may come into contact with people you don't normally meet. This includes public transport.</p> <p>If you have an outbreak in your setting, a director of public health might advise you that face coverings should temporarily be worn in communal areas by staff and visitors (unless exempt). You should make sure your outbreak management plans cover this possibility.</p>
<p>Control measures</p>	<p>We will prevent the following:</p> <ol style="list-style-type: none"> 1. minimise contact with individuals who are required to self-isolate by ensuring they do not attend the setting 2. Ensure face coverings are recommended. 3. Ensure everyone is advised to clean their hands thoroughly and more often than usual 4. Ensure good respiratory hygiene for everyone by promoting the 'catch it, bin it, kill it' approach. 5. Maintain enhanced cleaning, including cleaning frequently touched surfaces often, using standard products such as detergents. 6. Consider how to minimise contact across the setting and maintain social distancing wherever possible. 7. Keep occupied spaces well ventilated. <p>In specific circumstances:</p> <ol style="list-style-type: none"> 8. Ensure individuals wear the appropriate personal protective equipment (PPE) where necessary. 9. promote and engage in asymptomatic testing. 	<p>You should:</p> <ol style="list-style-type: none"> 1. Ensure good hygiene for everyone 2. Maintain appropriate cleaning regimes, using standard products such as detergents 3. Keep occupied spaces well ventilated 4. Follow public health advice on testing, self-isolation and managing confirmed cases of COVID-19.



	<p>10. Promote and engage with the NHS Test and Trace process.</p> <p>11. Manage and report confirmed cases of COVID-19 amongst the setting community.</p> <p>12. Contain any outbreak by following local health protection team advice</p>	
<p>Asymptomatic testing</p>	<p>Nursery settings are part of the asymptomatic testing programme offering rapid lateral flow home test kits for twice weekly testing. For more information see rapid years settings.</p> <p>We offer the staff the LFT kits to ensure that staff can be tested twice weekly, we strongly recommend this process, however this is not mandatory.</p>	<p>Testing remains important in reducing the risk of transmission of infection within settings. That is why, whilst some measures are relaxed, others will remain, and if necessary, in response to the latest epidemiological data, we all need to be prepared to step measures up or down in future depending on local circumstances.</p> <p>Over the summer, staff should continue to test regularly if they are attending settings that remain open. Regular testing will then pause in settings over the summer if they are closed. However, testing will still be widely available over the summer and kits can be collected either from your local pharmacy or ordered online.</p> <p>Early years staff should undertake twice weekly home tests whenever they are on site until the end of September, when this will also be reviewed.</p> <p>Early years children are not included in the rapid testing programme. PHE has advised there are limited public health benefits attached to testing early years children with rapid lateral flow tests. Young children may find the rapid lateral flow testing process unpleasant and are unable to self- swab.</p>
<p>Confirmatory PCR Tests</p>	<p>Staff with a positive rapid lateral flow test result must self-isolate in line with the stay-at- home guidance. They will also need to arrange a PCR test within 2 days to confirm the result. If the PCR test is negative, it overrides a rapid lateral flow test and the staff member can return to the early years setting. Those with a negative rapid lateral flow test result can also continue to attend the early years setting and use</p>	<p>Staff and children with a positive rapid lateral flow test result should self- isolate in line with the guidance for households with possible coronavirus infection. They will also need to get a free PCR test to check if they have COVID-19. Whilst awaiting the PCR result, the individual should continue to self-isolate.</p> <p>If the PCR test is taken within 2 days of the positive rapid lateral flow test, and is negative, it overrides the rapid lateral flow test and they can return to the setting, as long as the individual doesn't have COVID-19 symptoms.</p>



	protective measures, so long as they don't have symptoms of COVID-19.	
Admitting children back to the setting	In the event that a parent or carer insists on a child attending the setting, you can take the decision to refuse the child if, in your reasonable judgement, it is necessary to protect children and staff from possible infection with COVID-19. Any such decision would need to be carefully considered in the light of all the circumstances and current public health advice.	In most cases, parents and carers will agree that a child with symptoms should not attend the setting, given the potential risk to others. If a parent or carer insists on a child attending your setting, you can take the decision to refuse the child if, in your reasonable judgement, it is necessary to protect other children and staff from possible infection with COVID-19. Your decision would need to be carefully considered in light of all the circumstances and current public health advice.
Charging parents and carers if their child is unable to take up their place	<p>There will be no fee's charge if you have to self isolate due to a positive case at Stoke Green Day Nursery.</p> <ul style="list-style-type: none"> the open letter to the early years' sector published by the Competitions and Markets Authority (CMA) on the 28 July 2020 the CMA's detailed advice to the nursery and early years sector about COVID-19 restrictions and consumer law advice the CMA's broader advice on cancellations and refunds for consumer contracts affected by COVID-19 health restrictions <p>Providers should be cautious about charging parents who wish to withdraw their child from an early years setting during the period of national restrictions. There are legitimate reasons why it may be appropriate for a whole household to remain at home, and where law or guidance</p>	<p>Providers should continue to be fair and balanced in dealings with parents or carers and must continue to avoid unfair charging practices. Providers should refer to:</p> <ul style="list-style-type: none"> the open letter to the early years' sector published by the Competitions and Markets Authority (CMA) on the 28 July 2020 the CMA's detailed advice to the nursery and early years sector about COVID-19 restrictions and consumer law advice the CMA's broader advice on cancellations and refunds for consumer contracts affected by COVID-19 health restrictions <p>Each case needs to take account of individual contracts considered from the perspective of both parties and the application of the law and guidance to both providers as businesses and parents as consumers. The general principle is that providers should not charge parents or carers for services that cannot be provided. If there is a barrier to accessing childcare, based on government guidance or the law, the provider should not charge the parents or carers for this period.</p>



Allergies and Allergic Reactions Policy & Procedures

At Stoke Green Day Nursery we are aware that children may have or develop an allergy resulting in an allergic reaction. We aim to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

Our procedures

- All staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on child's registration form, dietary requirements & allergens form prior to their start date, parents must inform staff of any allergies discovered after registration.
- Where a child has a known allergy, a allergy form will be completed with the reactions and next steps to follow. When a serious allergy is known an allergy action plan will be put in place and all staff will be made aware. All staff will have an updated dietary requirement form within each room (crucial folders).
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g., nuts



- The Nursery manager, nursery cook, and parents work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu, for example no nuts included in the menu.
- Seating is monitored for children with allergies. Where deemed appropriate, staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies with the children and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. A paediatric first aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information on a contact log sheet.
- If an allergic reaction requires specialist treatment, e.g., an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

Food Information Regulations 2014

We incorporate additional procedures in line with the Food Information Regulations 2014 (FIR) including displaying our weekly menus on the Parent Information Board/website/online system identifying any of the 14 allergens that are used as ingredients in any of our dishes.

In the event of a serious allergic reaction and a child needing transporting children to hospital, the nursery manager/staff member will:

- Call for an ambulance immediately if the allergic reaction is severe. Staff will not attempt to transport the sick child in their own vehicle
- Ensure someone contacts the parent(s) whilst waiting for the ambulance, 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 and continue to comfort and reassure the child experiencing an allergic reaction. Children who witness the incident may also be well affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the incident.



Grievance & disciplinary policy and Procedure

At Stoke Green Day Nursery we follow our legal obligations as an employer at all times including hearing and investigating grievances. We have the following policy and procedures that set out our process

Legal obligations

Our obligations as an employer are detailed in the Citation service on disciplinary and grievance procedures (2015)

Objectives and guiding principles

We recognise that an employee needs to feel that his or her grievance has been fully investigated and has received a fair hearing. The employee also needs to understand the reasons for the decision made by the manager who heard their grievance. The employee should then be given the opportunity to appeal against the decision. Their appeal should be submitted in writing and should be investigated and heard by someone more senior to the person who heard the initial grievance. The person allocated to hear the employee's appeal should be able to take a fresh and independent look at the issue. At Stoke Green Nursery the individual's immediate line manager deals with the grievance initially separately before being passed on to the owner, management team.



Acas advocates the use of mediation to resolve grievances, in an attempt to maintain a good working relationship and resolve issues within the workplace. We may decide to use such mediation where appropriate using ACAS support and guidance. Our grievance procedure does not form part of any employees' contract of employment. It may be amended at any time, and we may depart from it depending on the circumstances of any case.

This procedure applies to all employees regardless of length of service.

Stoke Green Day Nursery believes that all employees should be treated fairly and with respect. We encourage all employees to try to resolve any grievance with the individual concerned on an informal basis, as most grievances can be resolved quickly through discussion. Your line manager will assist you with this if you feel this is the best route for you.

If this does not resolve the complaint/issue/problem, you should initiate the formal process below.

Grievance process - Stage 1

- You should put your grievance in writing and forward it to your line manager
- This written statement will form the basis of any investigations and the subsequent hearing, so it is important that you set out clearly the nature of your grievance and any dates and names of individuals involved. You should also indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place
- If your complaint relates to an issue with your line manager, the grievance may be sent to Stephen Price – Company director.
- Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you. If any evidence is gathered in the course of these investigations, you will be given a copy in advance of the hearing and appropriate time for you to consider your response.

The grievance hearing - Stage 2

The hearing will be held with a 48-hour notice period and carried out within a maximum of 5 working days of the receipt of your written complaint. It will be conducted by your line manager or another nominated manager if your complaint relates to an issue with your line manager. You are entitled to bring a companion to the grievance meeting if you make a reasonable request to do so. This request must be in advance of the meeting, and you should tell us the name of your chosen companion. The companion may either be a trade union representative or a work colleague.

You should ensure that you attend the meeting where possible. If you are unable to attend because of circumstances beyond your control, you should inform your line manager as soon as possible and a further meeting will be re-arranged as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence. During the hearing you will be given the opportunity to explain your complaint. Your explanations should focus on the



complaint and not on irrelevant issues. The manager conducting the hearing will inform you if they believe the key issues are not being focused on. They may also set a reasonable timeframe for the meeting; this will be determined by the nature and complexity of your complaint.

The hearing may be adjourned to allow further investigations to take place. Following the meeting, you will be informed in writing of the outcome within 5 working days, where reasonably practicable, and told of any action that the nursery proposes to take as a result of your complaint, if applicable. If it is anticipated that further investigation is required and therefore the outcome cannot be provided within this timeframe, we will inform you as to when you can expect to receive the outcome.

If you are dissatisfied with the outcome, you may make a formal appeal in writing to Stephen Price – Company director stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you.

Stage 3

We will hold an appeal meeting within 14 working days of receiving the appeal, where reasonably practicable.

This will be dealt with impartially by the company director, where applicable who has not previously been involved in the case. You will have the right to bring a companion, as explained above. We will confirm our final decision in writing, usually within 5 working days of the appeal hearing, where reasonably practicable.

There is no further right of appeal.

Online Safety policy and Procedure

Stoke Green Day 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. We refer to 'Safeguarding children and protecting professionals in early years settings: online safety considerations' to support this policy. The Designated Safeguarding Lead is ultimately responsible for online safety concerns. All concerns need to be raised as soon as possible to Yasmin Lander – Nursery Manager or Janet Dale – Deputy Manager.

The use of technology has become a significant component of many safeguarding issues. Child sexual exploitation; radicalisation; sexual predation: technology often provides the platform that facilitates harm.



The breadth of issues classified within online safety is considerable, but can be categorized into three areas of risk:

- Content: being exposed to illegal, inappropriate, or harmful material; for example, pornography, fake news, racist or radical and extremist views.
 - Contact: being subjected to harmful online interaction with other users; for example commercial advertising as well as adults posing as children or young adults; and
 - Conduct: personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images, or online bullying.

Within the nursery we aim to keep children, staff, and parents safe online.

Our safety measures include:

- Ensuring we have appropriate antivirus software on all devices and update them regularly.
- Ensuring content blockers and filters are on all our devices, e.g., computers, laptops, tablets, and any mobile devices
 - Ensuring all devices are password protected and screen locks. Practitioners are reminded to use complex strong passwords and they are 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
 - Teaching children how to stay safe online and report any concerns they have
- 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'
- 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>
 - Staff model safe practice when using technology with children and 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).



- Monitoring children's screen time to ensure they remain safe online and have access to material that promotes their development. We ensure that their screen time is within an acceptable level and is integrated within their programme of learning
- Ensuring all electronic communications between staff and parents is professional and takes 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.
- Signposting parents to appropriate sources of support regarding online safety at home

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 online safety signage and supported information provided.
- 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.
- 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.

Social Networking

Social media is a large part of the world we live in and as such at Stoke Green Day Nursery we need to make sure we protect our children by having procedures in place to ensure the safe use. We use Facebook to share posts/pictures of the experiences / activities the children have accessed at Nursery, as well as to post updates/reminders and links to best practice.

In order to safeguard children, we ensure:

- We have prior written permission in place from parents / carers before posting any images of children
- Do not allow others to post on our social media pages, i.e., designated person/ management can post on the page
- We 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 we ask staff:
 - o Not to name the setting they work at
 - o Not to make comments relating to their work or post pictures in work uniform
 - o Not to send private messages to any parent's/family members
 - o Direct any parent questions relating to work via social networking sites, to the manager
 - o Ensure any posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e. foul language).
 - o Report any concerning comments or questions from parents to the manager/safeguarding lead
 - o 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
 - o To follow this in conjunction with the whistle blowing policy.
- 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, publicly or privately, information about any child on social media sites such as Facebook. 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 parent's policy, complaints procedures and grievance policy).

Looked After Children Policy and Procedure



At Stoke Green Day Nursery we are committed to providing a welcoming and inclusive quality environment for all children and families.

Definition and legal framework

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

The term 'looked after child' denotes a child's current legal status. The nursery never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

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

- Childcare Act (2006)
- Children Act (1989 and 2004)
- Adoption and Children Act (2002)
- Children and Young Persons Act (2008)
- Children and Families Act (2014)
- Children and Social Work Act (2017).

Our policy

Our nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with the carer before they start nursery to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

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

Where applicable, we contribute to any assessment about the child, such as those carried out under local authorities' assessment frameworks or Early Help Assessment (EHA) and to any multi-agency meetings, case conferences or strategy meetings in relation to the child's learning and development. The designated person for looked after children and/or the child's key person will attend meetings as appropriate.

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



The key person will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary the LAC key person will develop a care plan with the child's carers and any relevant professionals. **This will include:**

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

In addition, the care plan may also consider:

- How information will be shared with the carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
 - Who may collect the child from nursery and who may receive information about the child
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in this planning.
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

Where applicable, we will complete a Personal Education Plan (PEP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

The key person and designated 'looked after' person Yasmin Lander (Nursery Manager) will work together to ensure any onward transition to school, or another nursery is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of artwork and mark making will be passed on to the carer at this stage.



Key contact details:

Local authority
Children's social care team

Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote their welfare.

A privately fostered child is a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation etc. for more than 28 days and where the care is intended to continue by someone other than:

- The parents
- A person who is not a parent but has parental responsibility
- A close relative
- The Local Authority.

It is a statutory duty for us to inform the local authority where we are made aware of a child who may be subject to private fostering arrangements. We will do this by contacting the local authority children's social care team.



Sun Safety policy and procedure

At Stoke Green 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:

- 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 or parents can pay an annual fee of £3.50 to use the supply of the Nursery sun cream – Sensitive protect and care, factor 50+.
- 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. Shaded areas are 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
- 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
 - Key persons also 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.

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.

At nursery we find the right balance to protecting children from sunburn by following the NHS guidance. We also promote the NHS recommendation to parents that all children aged under 5 years should be given vitamin D supplements even if they do get out in the sun.



Critical Incident policy and procedure

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

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

If any of these incident's impact on the ability of the nursery to operate, we will contact parents via *phone/*email/*text message at the earliest opportunity, e.g., before the start of the nursery day.

Flood

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

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

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide *care in another location/*parents with alternative arrangements in sister nurseries/*options for childcare facilities in the local area.

Fire - Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The manager or most senior member of staff on site will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:



- In an emergency dial 999 or non-emergency dial 101 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
 - Contain the area to ensure no-one enters until the police arrive.
- Where it is safe to do so, the staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice. This may include temporary short term closure and/or following the relocation procedure under the flood section wherever necessary to ensure the safety of the children
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager will be available during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery
 - Arrangements will be made to ensure the nursery is made safe and secure again.

Abduction or threatened abduction of a child

We have secure safety procedures in place to ensure children are safe while in our care, including taking reasonable steps to ensure that children do not leave the premises unsupervised and to prevent unauthorised persons entering the premises and at risk of abduction. Staff are vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. We also have visual reminders about closing the door behind them to prevent tailgating (another person accessing entry behind them). Visitors and general security are covered in more detail in the supervision of visitor's policy. Children will only be released into the care of a designated member of staff; Parents are requested to inform the nursery of any potential custody proceedings or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody arrangements and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from Nursery, we have the following procedures which are followed immediately:

- The staff member will notify management immediately and the manager will take control, dialling 999 and requesting the police, instructions from the emergency response team will be followed
 - The parent(s) will be contacted
 - All other children will be kept safe and secure, reassured, and calmed where necessary
 - The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may have impacted on this abduction.



- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was abducted, time identified, notification to police and findings
- In the unlikely event that the child is not found, the nursery will follow the local authority and police procedure
 - Ofsted will be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
 - In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

Bomb threat/terrorism attack

If a bomb threat is received at the Nursery, the person taking the call will record all details given over the phone as soon as possible and contact emergency services as soon as the phone call has ended. The management will follow the fire evacuation procedure and guidance from the emergency services to ensure the safety of all on the premises. The person who took the call will provide as much detail to the emergency services as possible. Ofsted will be notified. With incidents of this nature parents, carers, children, and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary.

Any other significant incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene, where applicable. The fire evacuation procedure will be followed for any other incident that requires an emergency evacuation. Other incidents e.g., no water supply, will be dealt with on an individual basis considering the effect on the safety, health and welfare of the children and staff in the nursery. If there is an incident outside of the nursery building and it is safer to stay inside the building will put into place the lockdown procedure. Emergency advice would be taken.

National outbreaks of infection/Health Pandemics

In the event of a national outbreak of a health pandemic, we will follow Government health advice and guidance, legal advice and advice from our insurance provider.

The setting will remain open as long as we have sufficient staff to care for the children. Depending on the nature of the pandemic we will follow all advice and implement measures to ensure that risks to vulnerable children and staff are minimised. This may include excluding infected children/staff/parents or family members from the setting for a set period of time, to prevent the spread of infection. This decision will be done in consultation with parents, staff, legal advice, and our insurance provider. Each case will be reviewed on an individual basis.

The nursery manager will notify Ofsted in the event of a critical incident.

All policies and procedures are reviewed annually and subject to amendments.