



# Policies and Procedures

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# Nursery Philosophy

## **ILLNESSES/ACCIDENT/INJURY/FIRST AID**

**This section contains the following policies:**

- **Accident Policy**
- **Incident Policy**
- **Ill Child(ren)**
- **Asthma policy**
- **Medicine Procedure**
- **Accident Policy**

## Accident Policy

The purpose of this policy is to ensure that when an accident occurs in One Nation Childcare appropriate action is taken and accurate information is recorded and communicated.

An accident is classed as an occurrence which has resulted in an injury to one or more persons.

The safety of your child is paramount and every measure will be taken to ensure they are protected from hurting themselves. However, accidents do happen and the following information details how to deal with such accidents.

### Major Accidents and Injuries

At All-times staff must wear protective clothing (disposable aprons and gloves)

If able to be moved, the child is taken to a quiet area and the person in charge notified. The person in charge will then assess the situation and decide whether the child needs to go immediately to hospital or whether the child can wait for the parent/carer to come.

If the injury is serious and hospital treatment is required a member of staff should call an ambulance immediately and a member of staff should accompany the child to the hospital. The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the accident and what hospital the child has been taken to.

If necessary a Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 form will then be completed and a copy sent Health and Safety Executive (HSE) office.

Ofsted will be notified

The Manager will then consider whether the accident highlights any actual or potential weakness in our policies and procedures and act accordingly, making suitable adjustments where necessary.

### Minor Injuries

The child will be taken to a quiet area, the worker will assess the injury and if necessary will call the person in charge. If appropriate the injury will be treated. The child will then be resettled back into play, and be kept under close supervision for the rest of their nursery session.

If the injury is minor and does not require medical assistance the first aider should address the injury and complete an accident record, this record will be signed by the first aider and by the parent or carer of the child whether the child needed first aid or not.

### **Who is Responsible?**

It is the responsibility of every member of staff to ensure that accidents and injuries are dealt with in a timely manner. It is the responsibility of the manager to ensure that all members of staff have knowledge of first aid and that there is at least one member of staff on duty at all times who has a valid first aid certificate.

It is the responsibility of the member of staff who has administered the first aid to write the accident report and ensure that it is signed by the parent or carer of the child or children involved.

All members of staff have a responsibility to ensure that the manager is informed when items from the first aid box are used. A system of recording is in place to ensure that the first aid box is restocked on a regular basis.

### **How the Policy is implemented**

When creating the staff rota, the manager must ensure that at least 1 member of staff on duty has a valid first aid certificate.

A sign must be displayed on the notice board or information board which states who the first aider on duty is and where the first aid box is situated.

The manager will check the first aid box each month to ensure that the box is fully stocked, if there are any items that need to be ordered this should be done as soon as possible.

The manager is responsible for making sure that all medical information and emergency contact details on the children's registration documents are up to date and accurate.

When an accident occurs it is the responsibility of the first aider to determine whether the injury can be dealt with in the setting or if medical assistance is required.

In case of a major accident the manager will then consider whether the accident highlights any actual or potential weakness in the policy or procedure and act accordingly making suitable adjustments where necessary.

## **Recording Accidents**

All accidents and injuries, however minor must be recorded in the accident book. And copy of the accident form signed by parents and staff must be put into the child's personal confidential file.

## **Incident Policy**

The purpose of this policy is to ensure that when an incident occurs in One Nation Childcare that appropriate action is taken and accurate information is recorded and communicated. An incident is classed as an occurrence which may under certain circumstances cause an injury to one or more persons.

It is the responsibility of every member of staff to ensure that incidents are dealt with in a timely manner. It is the responsibility of the manager to ensure that all members of staff have knowledge of incident management and knowledge of the security policy and procedure for One Nation Childcare.

It is the responsibility of the member of staff who has dealt with the incident to write the Incident report and ensure that it is signed by the parent or carer of the child or children involved.

Lead Practitioner will oversee and sign incident report.

### **How the Policy is implemented**

The codes of conduct for staff, children and parents and carers are displayed on the setting notice board or information area.

The behaviour management policy and procedure will be displayed on the setting notice board or information area.

Any incidents which may cause harm to one or more persons must be dealt with in a timely manner and recorded appropriately.

Incidents are divided into minor incidents and major incidents, minor incidents are classified as incidents which whilst they may require first aid, do not require medical or external assistance from the authorities. Major incidents are classified as incidents which require medical or external assistance from the authorities, including the police.

### **Minor Incidents**

If the incident is minor and does not require medical or external assistance the member of staff should address the incident using the approved methods of the

setting and complete an Incident record, this record will be signed by the member of staff and by the parent or carer of the child.

If the incident is minor but first aid is required the first aider will assess the situation and administer first aid as required. A member of staff will complete the incident record and assist in the completion of the accident record. The parents or carers of the child or children involved in the incident should be contacted and informed of the incident. The parents or carers should also sign the completed accident and incident records when they arrive to collect their children.

### **Serious Incidents and Injuries**

If the incident is serious and medical treatment or external authorities are involved a member of staff should call the appropriate authorities immediately, if medical treatment at the hospital is required then a member of staff will accompany the child to the hospital in an ambulance.

The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the Incident and what action has been taken.

In some extreme cases the member of staff may also be required to contact the police, if this is the case a member of staff will inform the parents or carers that this has been done and the reasons for this.

### **Recording Incidents**

All Incidents, however minor must be recorded in the Incident book. The Incident record should include the following:

- Name of the child
- Date and time of Incident
- Details of the incident
- What action was taken?

The child's parent or carer must sign the Incident record and any incidents which required hospital treatment or external influence from authorities such as the police will be reported to the Care Inspectorate Officer within 3 working days.

### Ill Child(ren) Policy

We appreciate that working parents need to be able to go to work, however if your child is unwell then they will be better cared for in their own home with their parents.

One Nation Childcare holds the health and safety of all children at our setting as paramount, we will not care for children who are very unwell, infectious or running a high temperature. We have to consider the welfare of the other children and staff within the setting.

If a child has had diarrhoea or sickness in the last 48 hours there will be unable to attend their session, parents/carers are expected to contact the child's key person or Lead practitioner to let them know.

If your child becomes ill whilst in the care of the One Nation Childcare team, the child will be made to feel as comfortable as possible, isolated from the other children if necessary and will be reassured. The parent/carers will be contacted immediately to collect, if parents are not reachable or are unable to collect the child, the Emergency contact in the child's file will then be contacted. Staff will continue to care for the child until authorised adult arrives.

If a child is suffering from a notifiable disease (as identified by Public Health Infectious Diseases

Regulations 1988) Lead practitioner will inform Ofsted and the Health and Safety Executive. We will then act on any advice given.

## Asthma Policy

One Nation Childcare will care for a child who has asthma and will follow these procedures when caring for a child with asthma:

All staff at the setting will be shown by a professional medic on how to use a prescribed inhaler for each child that requires one. Lead Practitioner with permission from parent/carer will contact child's health visitor or community nurse to demonstrate for staff in the setting how to use the inhaler.

Every child who requires an inhaler and has asthma parent/carer will be required to complete a medical form and medical action plan with a member of staff. Each time staff aid a child with an inhaler it will have to be recorded and signed by Lead Practitioner and parent/carer.

Children with asthma will be highly supervised during active and physical activities as well as during outdoor play. Ensure that all workers know what to do if a child has an asthma attack to protect the child's welfare in the event of an emergency. During completion of child's medical form parents will inform staff about their child's asthma symptoms, how to recognise when their symptoms are getting worse and how to help them take their reliever medicine.

Lead Practitioner will work with parents of children with asthma to ensure that their children are in a safe and caring environment.

Parent/carers will be advised to contact their GP to also provide if possible an inhaler to keep within the setting in case they forget to bring it back with them or lose it off premises.

If, after discussion between the parents/carers and the doctor or nurse any changes in the child's health needs are made than parents/carers are expected to inform their child's key person or Lead practitioner and these changes will be made in the children medical documents.

All inhalers must labelled and have not passed their expiry date.

## Medicine Procedure Policy

For the best interest of the children and staff One Nation Childcare have set in place strict procedures in regards to giving and occupying medicines within the setting.

For all children with medical needs during registration and induction to the nursery will be asked to provide in detail their child's medical needs this includes dietary and allergies.

Parents will be made aware that staff will not give children any medication that has not been prescribed by the child's GP/Doctor. All medication will be stored in its original container, clearly labelled and must include instructions for use.

As absolute paramount any medication in the setting will be stored out of complete reach of children and kept in a lockable cupboard and only accessed when needed.

If possible parents will be asked first to apply or give medicine to their children either before or after their sessions. If this is not possible then a complete medical form and action plan will be completed to ensure that staff are aware of the procedures to take.

Parents must give consent and sign medical form each time their child is given their prescribed medicine.

Due to safeguarding risks medicine that requires to be kept in a refrigerator cannot be kept in the setting therefore needs to be given to the child before or after their session. If this is not possible parents may arrange to come to the setting to give the medication during their child's session and take it back after medicine has been given.

With permission from parents, Lead practitioner will contact child's health visitor/GP if required for any reason.

### **Last Reviewed**

Date	Name/Title	Sign
25/02/2017	Mahida Begum/Nursery Manager	M.Begum

## **CHILD PROTECTION/SAFEGUARDING**

**This section contains the following policies:**

- **Safeguarding Procedure**
- **Missing Child on Site**
- **Missing Child off Site**
- **Uncollected Children**
- **Alcohol and Drugs Policy**
- **Bereavement Policy**
- **Managing Children's Behaviour**
- **Confidentiality Policy**

## Safeguarding Procedure

### Purpose of Policy

We aim to provide an environment in which children and young people will feel safe, secure and cared for, the purpose of this policy is to provide the staff and parents of One Nation Childcare with guidelines and support on the subject of child abuse and how they can act to assist in the protection of children and young people in the setting.

**“Every child deserves the best possible start in life and the support that enable them to fulfil their potential.. A secure, safe and happy childhood is important in its own right.” Statutory Framework for the Early Years Foundation Stage (EYFS)**

The Lead Practitioner, who is the person to whom all concerns are referred to is **Mahida Begum. (Safeguarding Designated Officer/SDO)**

### Practices to ensure a safe and secure environment:

- The safeguarding policy is made available to parents and carers if requested.
- All staff and volunteers are properly checked to make sure they are safe to work with the children who attend our setting, this will be done through ensuring that all staff and volunteers are DBS checked.
- The setting has procedures for handling allegations of abuse made against members of staff (including the Manager) or volunteers.
- Ensure safe and appropriate use of cameras, mobile phones, technology and on line equipment within the setting.
- The Counter Terrorism and Security Act 2015 which places a duty on early years and childcare providers “to have due regard to the need to prevent people from being drawn into terrorism” (The Prevent Duty) is implemented, taking into account the Local Safeguarding Children’s Board ‘Prevent’ policies, protocols and procedures and ensuring the Fundamental British Values are implemented as stated in the EYFS.
- Require all potential staff to provide references, attend an interview, and sign an agreement for a full DBS check to be completed.
- The Lead Practitioner will attend appropriate training to ensure they have up to date knowledge of safeguarding issues.
- Provide an induction programme for new members of staff that include safeguarding children responsibilities.

- The Lead Practitioner **Mahida Begum** (SDO) will ensure on-going training, support, advice and guidance is provided for all staff, parents and any other visitors of the setting in regards to safeguarding children.
- Have clearly set out procedures which all adults that are on premises will be aware of to respond to concerns of suspected abuse.
- An adult who is not registered must not be left alone with a child or any children whether this be while going to the toilet or in a separate room.
- Ensuring all staff are aware of the statutory guidance Working Together to Safeguard Children and are aware of who to contact within the setting and what to do if that person does not carry out their responsibility for the child's wellbeing.
- The settings safeguarding designated officer will link and work closely with Children's services, the Local Safeguarding Children's Board and the Police to ensure the best quality of support and to make certain that the best interests of the child is met.
- To ensure that the Lead practitioner works as part of a multi-agency team when a child is part of an Early Help, Child Protection, Child In Need or LAC plan this includes attending and participating in meetings, reviews, conferences and core groups.
- To ensure that the Key Person of a child and SDO input and record significant events onto an on-going contact and chronology document, parents will be informed of this during their child's registration and induction period.
- Each child will have a personal file that will be locked away in a secure lockable cabinet, and will only be accessed by appropriate staff that are authorised to have the information. This will be closely monitored by the SDO.
- We will wherever possible continue to support and work with the child's family to maintain continuity of care for the child.
- We will make sure to inform Ofsted within 14 days of any allegations made against an adult in the setting.
- We will display the pathway of reporting and acting upon any child protection concerns around the setting to ensure that all attendees are aware of the actions to take should any safeguarding concerns be raised.

It is of great importance that we at One Nation Childcare offer everyone that attends our setting the essential information around Child Abuse and safeguarding children. Below is a brief but informative description of Child Abuse and of its many forms.

We aim to by providing adults at the setting with this information we can bring about a more safe and secure environment.

## **What is Child Abuse?**

Child Abuse is the term used to describe ways in which children are intentionally or inadvertently harmed or placed at risk of harm, usually by adults, and often by people that they trust.

## **Categories of Abuse**

**Physical Injury:** This is defined as any injury inflicted or knowingly not prevented by any person having custody or care of a child. Physical abuse is often defined by injuries that cannot be explained by the normal play activities of a child, and is defined as hitting or hurting a child on purpose.

**Neglect:** This is defined as the wilful failure to meet the basic needs of a child, for example, not clothing, feeding or caring for a child adequately and leaving them without adequate supervision.

**Emotional Abuse:** This is defined as any abuse or torment which would have an effect on the mental health and wellbeing of a child. Most commonly emotional abuse is categorised as shouting at a child, making a child feel worthless, exposing a child to inappropriate situations and inconsistency of behaviour towards a child.

**Sexual Abuse:** This is defined as the exploitation of children in order to meet the demands of adults or other children. Sexual abuse may include: involvement of children in masturbation, involvement of children in pornographic activity, including taking pornographic photographs and involving children in watching or viewing pornographic materials, involvement of children in sexual activity, including; rape, sodomy, oral sex and sexual intercourse with a child, even with their consent.

**Bullying:** Bullying is defined as any form of abuse on a child which is inflicted upon them by their peers, this abuse can be subtle, including, teasing, being ignored or left out, being pushed or pulled about, or having money or possessions taken.

## **Responding to a Child who confides in you**

- Stay Calm, Listen to the child and note down what they say to you **in their own words**. It is important at this stage that you do not interrupt the child and you do not ask questions

- Do not make promises you cannot keep, Inform the child that in order to help them you have to tell your line manager, the member of staff should tell the child who this person is and reassure the child that they can trust them and that they have done the right thing in telling you what has been going on
- Offer reassurance and support
- Immediately tell your line manager
- Record the facts and discussion in the child's own words and give a copy to your manager
- Do not take control of the situation yourself
- Maintain confidentiality
- Keep records
- Talk to the relevant and appropriate people

### **Pathway for Acting upon Safeguarding Concerns around a Child.**

1. A concern is expressed about a child in the setting as the child may have:
  - Given reason for adult to suspect neglect or abuse has taken place outside the setting.
  - Unexplained bruising or marks and other signs of possible abuse
  - Shown a deterioration in their general well-being
  - Made comments which give cause for concern
  - Significant changes in behaviour
2. The concern must be reported immediately to the Lead Practitioner/SDO
3. The Lead Practitioner ensures the child is safe and protected and will inform Police if a crime has been committed or suspected to have been committed.
4. The Lead Practitioner will investigate the concerns and check file and records for any previous concerns.
5. The person reporting the concern will complete a cause for concern report, and will record any significant events on the child's contact and chronology document. All information depending on the concern must be provided such as date, time, details of injury, people present.
6. The SDO will inform parent/carer about the concerns in question unless it regards possible sexual abuse or it puts the practitioner in any danger.

7. The manager or person in charge will then determine the situation and refer the case to Children's Services or the police. If the child is already on a plan therefore has an assigned social worker then they must be contacted immediately and informed about the concerns.
8. Contact the Duty Team or Police Child Protection Unit and inform Ofsted if there is specific evidence to report.
9. Ensure to monitor the situation and update contact and chronology document where appropriate.
10. Maintain confidentially throughout and only share relevant information with professionals and person(s) who have authority to it.

### **Contact Numbers**

- Initial Response Service – 0191 277 2500
- Emergency Duty Team – 0191 278 7878
- Northumbria Police/Police Child Protection Unit – 101 (in an emergency always dial 999)
- NSPCC Helpline – 0808 800 5000
- The Local Authority Designated Officer for Allegations Management- 0191 2774636
- Children's Safeguarding Standards Unit (9am to 5pm, Monday to Friday)  
Civic Centre  
Newcastle upon Tyne NE1 8PU  
0191 2774636
- Emergency Duty Team (Out of hours)  
Civic Centre  
Newcastle upon Tyne  
0191 2328520

One Nation Childcare recognises that it can be a traumatic experience for a member of staff to be witness to a child's disclosure of abuse; therefore all staff will be offered information on counselling services to help them through this time.

## Missing Child on Site

One Nation Childcare have the highest regard for safety of the children in our care. Staff will always be extremely aware of the potential for children going missing during sessions. Members of staff will undertake periodic head counts throughout sessions.

It is the Lead practitioner's responsibility to ensure that children do not go missing.

In the unlikely event of a child going missing within/from the nursery, the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parent/carer(s) of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parent/carer(s) and will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure.
- All cases of children going missing from the setting will be recorded on an incident form, Ofsted will also be informed within 14 days.

## Missing Child off Site

It is the outings leaders/Lead practitioner's responsibility to ensure that children do not go missing.

Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the nursery who will contact the child's parent/carer(s) giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search.
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, 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 must be contacted and informed of any incidents
- With incidents of this nature parent/carer(s), 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
- Fully detailed incident report will be completed.
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.

## Uncollected Child

“Procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time” The Statutory Framework for the EYFS

Here at One Nation Childcare we are aware that children like routine and they will know when to expect parent/carer collection time, even if they cannot tell the time. We understand that sometimes delays in collecting your child are unavoidable due to unforeseen circumstances. However if parents/carers do not inform or communicate with staff about their lateness than the following steps must be taken:

- Reassure the child that parents/carers are on their way in the event of them being delayed.
- We will never release the child from the care of One Nation Childcare staff to someone who is not authorised to collect your child.
- Contact the person/s that are identified as a contact within Child’s record’s and arrange for them to collect the child in the event parents/carers cannot be contacted.
- Contact the Children’s Service Initial Response Team 0191 277 2500 or if it is outside of office hours contact the Emergency Duty Team 0191 278 7878
- Cooperate with the Initial Response Team who will take charge of the situation and decide what happens next; and whether the police need to be involved.
- The duty team may take the decision to place the child in temporary care.
- Record the situation as an incident, and will ask parents/carers to sign and date to confirm they are aware of the content of the Incident Log.
- Implement additional charges for the extra time the child was in our care.
- Under No circumstance will a child be taken to the home of a member of staff or away from our setting without social services or police presence.
- Parents/Carers who are repeated late in collecting their child will be given warnings.

## Alcohol and Drugs

All attendees of the setting must not be under the influence of alcohol or any form of drugs (including some prescription medication). Staff must inform Lead

Practitioner if they are having any medication that may affect their capability to work and provide adequate care of children.

Parents/Carers who arrive at the setting clearly under the influence of Alcohol or drugs will be asked to leave the premises and Police/Initial Response Team will be contacted if Lead Practitioner deems it unsafe for the child to be left in the care of an intoxicated adult.

Such incidents will then be recorded in detail in the child's file on a contact and chronology document.

Parents/staff or any adult within the setting must not bring any form of Alcohol into the setting even if it is for gift purposes.

## Bereavement Policy

At One Nation Childcare our aim is to support all those affected by loss and death in a supportive and caring approach in which everyone can respond appropriately to individual circumstances. To offer understanding of the impact of loss and grief on children and young people's physical and emotional health.

To gain insight into children/staff reactions to loss and grief and how the nursery responds in order to meet the needs of grieving children, parents and staff;

- To give support for children, parents and staff.
- To provide effective support for all of the nursery community and access to all relevant support materials and agencies. This policy outlines practical measures to be taken when people are in shock, or upset, especially with sudden or multiple deaths or traumatic circumstances.

The Nursery Manager will have overall responsibility for support and liaison in event of a death or traumatic loss

### **Support For Children Generally**

One Nation Childcare will:

- Identify children who may be particularly vulnerable or likely to experience symptoms associated with Post Traumatic Stress Disorder;
- Compile and keep updated a list of outside professionals and agencies who can come into the nursery in the event of a traumatic death (with permission of parents)

### **Support for Staff**

One Nation Childcare will:

- Support bereaved staff and acknowledge they may be struggling with their own reactions and emotions;
- Plan for informal mutual support to give staff an opportunity to share feelings;
- Give people time to attend a funeral if appropriate;
- Be aware of resources and agencies available and give time to staff to become familiar with what is available.

## **Support for Parents**

One Nation Childcare will:

- Communicate with families and offer support;
- Give out information to appropriate people depending on the family's wishes;
- Send a representative to the funeral if appropriate
- One Nation Childcare recognises that there is a range of cultural and religious customs and procedures concerning death and that there may be different expectations of the bereaved.
- One Nation Childcare will try to present a balance of different approaches to death and loss. Children and staff will be made aware that there are a range of different responses to bereavement and that we need to value and respect each one of these.

## Managing Children's Behaviour

One Nation Childcare will endeavour to create an atmosphere that encourages good and positive behaviour, we believe that children flourish best when they know how they are expected to behave, and gain respect through interaction with caring adults who show them respect and value their individual personalities.

Children need to have set boundaries of behaviour for their own and others safety. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them.

This policy will identify to staff a whole nursery approach to the management of children's behaviour, including development strategies to be used in response to negative behaviour, and to involving parents and carers where needed. We expect all members of our setting – children, parents, staff, volunteers and students – to keep to the guidelines, requiring these to be applied consistently. New staff and volunteers are familiarised with our behaviour management policy and its guidelines. We also work in partnership with children's parents and carers who are regularly informed about their child's behaviour.

The Behaviour Management Policy will provide staff with the guidance required to ensure a consistent and positive approach to children's behaviour. Within the nursery, staff will aim to provide positive role models for the children through their interactions with each other and the other children, and will maintain a happy, caring, structured ethos, conducive to appropriate behaviour. Staff's expectations for children's behaviour should be high and, at all times, they should be led by example.

Staff should aim for children to learn to:

- Leave their parents/carers happily and with confidence.
- Participate in group activities and develop the skills of sharing and taking turns in their play.
- Ask for and be willing to receive help or advice from others.
- Follow simple instructions appropriate to their individual stage of development.
- Enjoy and respond to praise.
- Develop skills of concentration when involved in both self-initiated and adult-directed activities.

- Demonstrate good manners at all times.
- Show consideration and respect for the nursery equipment and resources, and for others belongings.
- Establish consistency in behavioural responses between home and nursery and when spending time with different adults.

Staff should:

- Recognise the individuality of all our children.
- Support each child in developing self-esteem, confidence
- Support each child in developing self-esteem, confidence and feelings of competence.
- Provide a key worker system enabling staff to build a strong and positive relationship with children and their families.
- Work in partnership with parents and carers by communicating openly.
- Praise children and acknowledge their positive actions and attitudes therefore ensuring that children see that we value and respect them.

By having a Behaviour Management Policy, staff working at One Nation Childcare recognise that most children, at certain stages in their development, demonstrate behaviour that is generally considered negative. On occasion, children may demonstrate negative behaviour through physical responses such as biting or kicking, or may vocalise their displeasure, for example by swearing. Regardless of their behaviour, all staff are required to respond to children in a calm and positive manner.

When children behave in unacceptable ways:

- They should not be singled out or humiliated in any way. The staff within the nursery will redirect the children towards alternate activities and a discussion will take place respecting that child's level of understanding.
- Staff will not raise their voices in a threatening way.
- Physical punishment such as smacking or shaking is not to be used or threatened.
- Children should not be physically restrained, unless to prevent physical injury to children or adults and/or serious damage to property.
- Parents will be informed if their child is unkind to others or if their child has been upset.

- Parents may be asked to meet with staff to discuss their child's behaviour.
- Confidential records of negative behaviour should be kept, parents will be asked to read and sign any entries concerning their child.
- The staff within the nursery recognise that on occasion, young children may be the victim or perpetrator of bullying. Although it is hoped that such situations will occur infrequently children do need their own time and space, and it is not always appropriate to expect a child to share and it is also important to acknowledge children's feelings and to help them understand how others might be feeling. However, children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour.
- Bullying takes many forms, it may be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.
- Staff should ensure sensitivity in their management of any child who bullies another. They should ensure that the inappropriateness of the behaviour and that of the consequences are made clear, taking account of the child's maturity and level of understanding.
- Staff will receive support in developing positive strategies for responding to and managing children's behaviour from the Behaviour Management Designated Person (Mahida Begum/Nursery Manager).
- Opportunities to develop staff knowledge of effective behaviour management through staff meetings and attending relevant training will be identified and used. The designated member of staff for behaviour management will update their training and knowledge regularly.

## Confidentiality Policy

One Nation Childcare takes the confidentiality of all staff, children and families very seriously. We will only use and share confidential information when necessary to support the wellbeing of individual children.

The setting will not discuss confidential information about children and their families with other parents/carers. Parent helpers/volunteers will be briefed on the importance of maintaining confidentiality and they will not have access to any personal files or information.

Records are kept as follows:

- **Personal Records.** In each child's individual file will include: registration and enrolment forms, consent forms, information and observations by staff on any confidential issue involving the child; for example, contact and chronology documents, developmental concerns or safeguarding concerns. Also, reports or minutes that may arise from any meetings that concern the child from other agencies working with the child/family. Parents can access these records by following the access to information procedure.
- **Learning and Development Records.** These include observations, assessments, photos, developmental records, and samples of the child's work. Learning and development records will be stored appropriately to ensure confidentiality within the child's play room. These records can be accessed, and contributed to, at any time by staff, the child's parents and the child. If parents want to take their child's learning journal home they must inform their child's Key Person who will ensure that the child's learning journal is signed in and out of the setting and other given to authorised adults.
- **Staff Records.** Each team member, paid or unpaid, will have a personnel file containing personal information, emergency contact details, next of kin, recruitment information, references, induction records, training records, qualifications, supervision notes, appraisal records, evidence of DBS clearance. This file can be accessed by the individual to whom the file relates upon request to the management.
- **Student Records.** Each student will have a file containing personal information, emergency contact numbers, next of kin, and details of course, tutor and induction, confirmation from college/evidence of DBS clearance. This file can be accessed by the individual to whom the file relates upon request to the management.
- **Medication Records.** Individual records relating to each child/staff member detailing on-going medication and emergency treatment with consent from parents/carers or the individual.

- Accident and Incident Records. Individual records relating to each child/staff member detailing the nature of the accident/incident, pre-existing injuries, who dealt with it and the outcome. The record will include counter signatures.
- All records relating to the children and individuals who have worked with the setting whether paid or unpaid will be archived for a period of time in line with regulations and guidance in the EYFS (minimum of 3 years).

One Nation Childcare will ensure all Staff/ Volunteers and Students are aware of, and understand the confidentiality policy, and will be asked to sign a record to agree that they have read the policy and agree to abide by it. They will be made aware that any breach of confidentiality may lead to disciplinary action

### **Breach of Confidentiality.**

All Staff members are expected to regard confidentiality as a duty and a responsibility. Staff who disclose information observed or heard without proper authorisation, will be subject to the setting's disciplinary procedure and this could lead to the termination of their contract.

Action taken will correspond to the seriousness and level of the breach of the confidentiality policy; however, all cases will be treated in a serious manner.

### Sharing information with confidence

- Parents will have access to the records of their own children but will not have access to information about any other child.
- Personal records will be stored in a lockable filing cabinet within the provision and will be accessed only by staff members through the Manager/Owner.
- Information given will be shared on a need to know basis with the child's key person, other team members in the child's play room and other professionals. This will only be done with the consent of the parent/carer or in cases of safeguarding issues.
- Issues relating to the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making workforce decisions.

## **Access to personal information procedure**

Parents may request access to records held on their child by following this procedure.

- Any request to see the child's **personal record** by a person with parental responsibility must be made to the Manager/Owner in writing. (Where a verbal request is made the following process will still be applied).
- The Manager/Owner will reply with a written acknowledgement.
- The setting commits to providing access within 5 working days.
- Any third parties will be contacted in writing stating that a request for disclosure has been received, and asking for their permission to disclose, to the person making the request. Copies of these letters are retained for the file.

Third parties, including family members, who may be referred to in the records, as well as workers from other agencies such as the Local Safeguarding Children's Board, can refuse consent to disclose, preferring the individual to go directly to them.

When all consent/refusals to disclose have been received these are attached to the copy of the request letter.

A copy of the file is taken.

Where a third party has refused disclosure of information, these references will be edited and as much information supplied as is possible.

The information will be supplied either in hard copy format or on screen.

The child's parent/carer may verbally request to see their child's Learning and Development Record at any time, to read or to make a contribution to. This request can be made to their child's Key Person and can be accessed at any time. Parents/carers are actively encouraged to contribute to the Learning and development record.

## **Data Protection**

One Nation Childcare is required to keep and maintain records to comply with Ofsted registration and the legal requirements in the EYFS. We are aware of the requirements of the Data Protection Act 1998 and comply with the principles which state that personal data must be:

- Obtained and processed fairly and lawfully.
- Held for lawful purpose.

- Used only for the purpose stated.
- Accurate and up to date.
- Held no longer than the required time.
- Accessible to the individual concerned or individuals with parental responsibility.
- Appropriately secure.
- Disclosed only using the access to information procedure.
- We have checked the requirements of the Data Protection Act 1998 and are registered.
- Parents/Carers will be required to sign to consent to necessary information being held

**Last Reviewed/Updated**

<b>Date</b>	<b>Name/Title</b>	<b>Sign</b>
25/02/2017	Mahida Begum/Nursery Manager	M.Begum

## HEALTH AND SAFETY

**This section contains the following policies:**

- **Fire safety**
- **Dangerous Substances**
- **No Smoking policy**
- **Moving and Handling**
- **Equipment and Resources**
- **Outing**
- **Risk Assessments**
- **Security/CCTV**
- **Internet Policy**
- **Video and Photo policy**
- **Social Networking Policy**
- **Mobile Phone Policy**

### **Purpose of Policy**

One Nation Childcare is committed to ensuring that all setting practices are carried out within the requirements of the Health and Safety and Work Act 1974 and the Management of the Health and Safety at Work Act 1999.

In order to achieve high standards of quality and safety and continually improve health and safety performance One Nation Childcare is committed to implementing all necessary health and safety procedures.

The policy will be kept up-to-date, particularly as the nursery changes in nature and size and will be revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parent/carer(s) and visitors regarding this policy.

### **Procedures for safety:**

Children will always be supervised by a responsible member of staff, Being with the children at all times, actively supporting them using a physical presence or playing with them directly. This level of supervision is most often required when the children are playing high-risk games or using equipment or materials that have a high-risk assessment. Staff will ensure that any hazardous materials will be kept out of reach of children and locked away in a secure cupboard.

The start and end of sessions will be closely supervised by all members of staff and children will be signed in with date and time on arrival and signed out on departure, Children will only leave with a known authorised adult whose name has been provided by the parents and written permission has been provided by the parent/carer of the child. If a new adult arrives to collect then they will be

asked to provide ID and will be checked in the child's file to see if they are a named emergency contact or known person, the person will also be asked to provide a password that was given to staff by the parents/carer and written in the child's file. A phone call to parents/carer will also be made to confirm that the person is able to collect the child. Parents will be asked to ensure to inform staff who will be collecting during the start of every session.

All attendees/visitors will be asked to sign in and out of the setting and will not be left unsupervised with children at any time.

As the building is a shared building the nursery door will be locked at all times and anyone wanting to enter will be checked using the televised screen connected to the doorbell. Staff will be on high alert at all times to ensure that the door is kept locked, a member of staff will ensure to open and close door for parents/carers. All adults will be informed of the entering and exiting procedure.

The Beacon centre staff will alert Lead Practitioner immediately if they have reason to believe there are any risks around intruder alert or suspicious behaviour of individuals on the premises, Police will be called and Lead Practitioner will ensure that the children's safety is prioritised. The situation will be dealt accordingly with Police guidance. (Please note there is a Police Station located next to The Beacon Centre.)

Lead Practitioner will keep regular contact with The Beacon Centre staff to ensure that general safety and maintenance of the building is kept and if there is any issues around possible hazards and safety such as water supplies, gas application, heating, fire alarms etc. that Lead Practitioner must be made aware should these issues with the centre/building be a risk to the playgroup/childcare room.

Daily safety checks will be completed both indoors and outdoors this will be done before the beginning and end of a session. Within the safety check the temperature of the room will be checked using a thermometer. If the room temperature is deemed unsuitable for the children due to the heating not working and if electricians for any reason are unable to fix the problem then Lead Practitioner will make a decision whether it is appropriate to allow the children to attend their session. Should the childcare session be cancelled then parents/carers must be notified as soon as possible and kept up to date with the actions that are being taken to solve the problem.

### **Room temperatures**

Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times.

Staff must always be aware of the dangers of young children being too warm or too cold Temperatures should not fall below 16C indoors

The daily room check should determine whether there is any faulty equipment however should any faulty equipment be found during a session it will be removed, repaired where possible, if unable to be repaired the item will be disposed of.

Windows, sockets, blind cords, heaters, sinks, potentially dangerous materials and layout of activities and equipment both indoors and outdoors will be closely supervised to remove or minimise risk.

A fresh drinking supply is available and accessible to all children, staff and visitors

All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed the appropriate temperature.

Regular risk assessments will be undertaken, equipment and activities available to children will take account of safety and the children's age and stage of development.

Staff ratios to children will be maintained at all times and the staff rota will be completed to ensure this. Staff will do a count of children at the beginning, throughout and end of a session and record this on a whiteboard so that it is visible for all staff to see.

Ofsted will be informed if there is any changes in our facilities that may affect the space and level of care provided.

It is the responsibility of all members of staff to ensure that health and safety regulations are adhered to and that the health and safety of the children and other members of staff are not compromised in any way.

It is the responsibility of the manager to ensure that the health and safety of the setting as a whole remains within legislative requirements and that the health and safety of all setting users, including children, staff and parents and carers is not compromised in any way.

## Fire Safety

- Procedures for fire/evacuation drills will be known by the adults in the setting.
- Fire doors will never be obstructed and easily opened from the inside
- Fire exits will be clearly identifiable
- Sockets will not be overloaded
- Socket covers will be used if a socket is not in use
- Appropriate, working fire alarms, smoke detectors and extinguishers will be in place. Lead Practitioner will liaise with The Beacon centre staff to ensure that regular fire alarm and safety checks are conducted. Lead Practitioner will make record of the dates and times of these checks.
- Regular fire drills will be carried out, and a record of date, time taken, people involved, any problems encountered and how they were resolved will be kept.

In the event of fire, our first priority is to get all children, parent/carer(s) and visitors out of the building as quickly as possible. Below are the procedures we will calmly adopt should the need arise.

## Dangerous substances

All dangerous substances including chemicals MUST be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron.

## No Smoking Policy

One Nation Childcare operates a strict no smoking policy, this means that there is no smoking

Within or near the playgroup/childcare room. Any individuals on the premises that smoke must adhere to The Beacon Centre smoking requirement and will not smoke near or in sight of the One Nation Childcare room. There will be no smoking during setting time, including collections times, preparation time, clear up time, at staff training days and staff meetings.

If a member of staff wishes to smoke during these times they are required to leave the premises and the grounds of the setting and remain out of sight of the children.

The no smoking policy also applies to parents, carers and visitors to the setting; One Nation Childcare believes that this is in the best interests of the children and staff.

## Manual handling

As it is not possible to eliminate manual handling altogether, correct handling techniques must be followed to minimise the risks of injury. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy.

Remember - lifting and carrying children is different to carrying static loads and therefore manual handling training should reflect this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

### Preventing injuries

As with other health and safety issues, the most effective method of prevention is to eliminate the hazard – in this case, to remove the need to carry out hazardous manual handling. For example, it may be possible to re-design the workplace so that items do not need to be moved from one area to another.

However this is not possible for lifting children. Where manual handling tasks cannot be avoided, they must be assessed as part of the risk assessment. This involves examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

As part of a manual handling assessment the following should be considered:

- The tasks to be carried out
- The load to be moved (remember to think about the children moving at this point)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling, e.g. pregnant women, people with health issues.

## Equipment and Resources

We believe that high-quality care and early learning is promoted by providing children with safe, clean, attractive, age and stage appropriate resources, toys and equipment.

To ensure this occurs within the nursery we will:

- Provide play equipment and resources which are safe, and where applicable, conform to the BS EN safety standards for Toys (Safety) Regulation (1995)
- Provide sufficient quantity of equipment and resources for the number of children registered in the nursery
- Provide resources to meet children's individual needs and interests
- Provide resources which promote all areas of children's learning and development
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and stereotyping
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- Store and display resources and equipment where all children can independently choose and select them
- Check all resources and equipment regularly at the beginning of each session and when they are put away at the end of each session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- Evaluate the effectiveness of the resources including the children's opinions and interests
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to.

### Large Garden Equipment

- It is well known that exercise is vital to aid the physical development of young children and to encourage them to continue a healthy lifestyle into their adult years.

- At One Nation Childcare we encourage the children in our care to join in all sorts of different physical activities and provide a range of resources to make it fun and enjoyable. Children have plenty of opportunity to play in the fresh air through outdoor play. Children will be encouraged to participate but will not be made to do any activity that they are uncomfortable with.
- In the garden we will have a range of large outdoor equipment. Whilst this provides lots of opportunities for developing new physical skills and enjoyment it also brings danger. Children need to learn about danger and risk taking, however in order to make our garden a safe environment and to reduce the risk of possible accidents we have put the following procedures in place:
  - All children will be supervised by a responsible adult at all times.
  - Children will be taught the dangers of the equipment in a way that is suitable for their stage of development and understanding.
  - Children will be encouraged to take turns and share equipment.
  - The equipment will be checked/cleaned before use for animal faeces.
  - The equipment will be checked for wear and tear/ damage regularly and withdrawn from use if faulty.
  - Children will be encouraged to participate but will not be made to do any activity that they are uncomfortable with, for example the climbing frame.

## Outing/Trips

### **Purpose of Policy**

One Nation Childcare support the right of the child to be safe and to protect from all forms of maltreatment, exploitation, physical, mental or sexual abuse and harm as outlined in articles 19 and 34 of the United Nations Convention on the Rights of the Child 1989 and in compliance with The Children (N.I.) Order 1995. One Nation Childcare support the child's development in ways which foster security, confidence and independence. One Nation Childcare aim to ensure that staff are well informed about Child Protection issues on an annual basis and in line with current legislation to develop awareness skills of personal safety for staffs on protection and the protection of the child.

### **Procedures:**

One Nation Childcare will seek advice from Newcastle City Council on recommended venues for possible Children's Outings. One Nation Childcare in consultation with the staff and management will present an itinerary of outings to the parents/Carers. Where transportation is required, One Nation Childcare will ensure that all vehicles are seat belted, and covered by work/business insurance. On outings Staff and Children will picnic or lunch together. Toilet provision, will be assigned for a group of children and staff. Regular head counts will be conducted.

### **Further Procedures**

- Permission slips from parents/guardians for each outing must be obtained
- A Key Worker system is necessary with children allocated to a particular member of staff
- A Mobile Phone must be carried on every outing
- A Mobile First Aid Box must be taken on every outing
- A designated First Aid Person must be assigned to every outing
- Every child must wear a Hi-Vis apron.
- All Staff at ALL TIMES must remain in UNIFORM whilst working and on an outing
- All Staff must be properly identified by wearing a Named Badge

- A responsible person in Charge, Deputy/Room Leader must be assigned to every trip
- There are to be No Staff Breaks on outings
- A Log Book with the children's names, and any known allergies and emergency telephone contact numbers must be on every outing
- All staff must wear a watch and frequently check and be aware of the time
- Staff to be briefed prior to each outing
- No unauthorized change of Venue will be permitted
- Staff to agree on a rendezvous point on all outings
- Frequent head counts must be done at 15 minute intervals
- Details of head counts must be reported to Lead Practitioner and recorded
- Each child should have a change of clothing
- Sun Screen must be applied frequently to children (Sun Care agreement signed by parents)
- Children should always be appropriately attired
- Copy of Risk Assessment must be taken on outing.

The scheduled outings are for the enjoyment of the children and as an enhancement to the curriculum offered in One Nation Childcare. It is important on the outings that Staff continue to interact with the child on the level of care and competence that is expected from One Nation Childcare. All Staff on outings are acting for One Nation Childcare and must conduct themselves in an appropriate manner at all times.

## Risk Assessment Policy

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

- Completing a risk assessment means we take into consideration the following...
- Identification of risk: Where is it and what is?
- Who is at risk: Childcare, staff, children, parents, public etc.?
- Assessment as to the level of the risk as high, medium, low. This is both the risk and the likelihood of it happening: as well as the possible impact if it did.
- Control measures to reduce/eliminate risk: What you will need to do, or ensure others will do, in order to reduce the risk?
- Monitoring and review: how do you know if what you have said is working, or is it enough? If it is not working, it will need to be amended, or maybe there is a better solution.

### Procedures

Our risk assessment process covers adults and children and includes:

- Checking for and noting hazards and risks indoors and outside, and in our premises and for activities.
- Assessing the level of risk and who might be effected;
- Deciding which areas need attention; and developing an action plan that specifies the action required the time scale for action, the person responsible for the action and any funding required.
- Where staff and volunteers are employed the risk assessment is written and is reviewed regularly.
- We maintain lists of health and safety issues, which are checked daily before the session begins as well as those that are checked on a weekly and monthly basis and termly basis when a full risk assessment is carried out.

## Security/CCTV

We feel that security is crucial for the safe guarding of the children that attend the nursery. We have in place a password system. On registration you are asked to fill in a consent form and choose a password which will be used for anyone other than the parent/carer on collection of their child.

This also must be backed up by phoning the nursery to inform only management of whom will be collecting their child and also stating the time of collection.

We at One Nation Childcare have installed an intercom system at the main entrance which is operated by staff only. This allows us to see who is entering and leaving the building, also the time and date when children are dropped off and collected.

We have CCTV cameras installed inside, outside the surrounding building and the outside overlooking into the outdoor play area. CCTV are in operation 24 hours 7 days a week.

### **CLOSED CIRCUIT TELEVISION (CCTV) POLICY**

#### **Introduction**

One Nation Childcare uses closed circuit television (CCTV) images to provide a safe and secure environment for its employees, children and visitors, and to protect the organisations property.

This document identifies the responsibilities and procedures for handling and maintenance of the CCTV system and sets out the accepted use and management of the CCTV equipment and images to ensure the Company complies with the Data Protection Act 1998, Human Rights Act 1998 and other legislation.

The organisation has produced this policy in line with the Information Commissioner's CCTV Code of Practice (<http://www.ico.gov.uk>).

#### **Purpose of CCTV**

One Nation Childcare has installed CCTV systems to:

- Detect, prevent and reduce damage to nursery property
- Detect and prevent theft
- Monitor security of the building and car parking facilities
- Assist with the identification of actions that might result in disciplinary proceedings against employees

- Ensure the safety of the children and staff
- Ensure that staff are fulfilling their contractual requirements

This policy is to ensure that the CCTV system is not abused or misused and that CCTV is correctly and efficiently installed and operated.

## **Scope**

The Policy applies to all employees of ... Nursery and to other persons who may, from time to time, and for whatever purpose, be present on the nursery's premises.

## **Cameras**

One Nation Childcare will make every effort to position cameras so that they only cover the nursery's premises and are protected from vandalism to ensure they remain in good working order.

Cameras must always be operated so that they will only capture the images relevant to the purpose for which this policy was intended.

One Nation Childcare will clearly display signs so that employees, children and visitors to the site are aware they are entering an area covered by CCTV.

## **Images**

### A. Quality

Images produced by the equipment must be as clear as possible so that they are effective for the purpose(s) for which they are intended.

### B. Retention

Images and recording logs will be held by the manager and will not be held for longer than is reasonably necessary.

## **Access to and disclosure of images to third parties**

Access to, and disclosure of, images recorded on CCTV will be restricted and carefully controlled. This will ensure that the rights of individuals are retained, and also ensure that the images can be used as evidence if required. Images can usually only be disclosed in accordance with the purposes for which they were originally collected.

This document separates access and disclosure into two subsections.

#### A. Access to images

- Access to recorded images will be restricted to those employees authorised to view them, and will not be made more widely available.
- Cameras will not be placed in areas where individuals would have an expectancy of privacy.
- Viewing of recorded images should take place in a restricted area to which other employees will not have access while viewing is occurring.
- If media on which images are recorded are removed for viewing purposes, including copies, this should be documented.
- Images retained for evidence will be securely stored.

#### B. Disclosure of images

Disclosures to third parties will only be made in accordance with the purpose(s) for which the system is used and will be limited to:

- Police and other law enforcement agencies, where the images recorded could assist in a specific criminal enquiry and/or the prevention of terrorism and disorder\*
- Prosecution agencies
- Relevant legal representatives
- People whose images have been recorded and retained (unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings)
- In exceptional cases, to others to assist in identification of a victim, witness or perpetrator in relation to a criminal incident
- Members of staff involved with disciplinary processes.

\*The director of the One Nation Childcare is the only person who can authorise disclosure of information to the police or other law enforcement agencies.

All requests for disclosure should be documented. If disclosure is denied, the reason should also be recorded.

## **Individuals' access rights**

The Data Protection Act 1998 gives individuals the right to access personal information about themselves, including CCTV images.

All requests for access to images by individuals (when they are asking for access to images of themselves) should be made in writing to the nursery manager.

The nursery manager will liaise with the Director of One Nation Childcare to determine whether disclosure of the images will reveal third-party information.

## **Responsibility for CCTV systems**

The Nursery Manager's day-to-day responsibility of the system, together with ensuring maintenance in accordance with manufacturers guidance to ensure clear images is recorded.

Director (or Designated Person) – responsible for:

- Ensuring compliance with this Policy
- Ensuring the purpose and objectives of the schemes are not exceeded
- Notifying all persons where CCTV is installed and that CCTV is in operation
- Facilitating formal subject access requests of any images captured under the terms of the Data Protection Act 1998
- Providing copies of this policy when required to do so.
- Investigating any breaches of this policy\*

\* Intentional or reckless interference with any part of any monitoring equipment on site including cameras/monitors/back-up media will constitute gross misconduct which is likely to result in summary dismissal.

## **Staff Training**

The nursery manager will ensure that employees handling CCTV images or recordings receive training on the operation and administration of the CCTV systems. Such training will be provided by the CCTV Installer.

In addition, guidance in the requirements of the law on data protection will be given to employees required to manage and work the CCTV system

## **Complaints**

Complaints and enquiries about the operation of the Company's CCTV systems should be addressed to the nursery manager.

Enquiries relating to the Data Protection Act should be addressed to the nursery manager.

If a complainant or enquirer is not satisfied with the response received, they should write to the Director of the Nursery.

## **Monitoring Compliance**

The director (or their delegated representative) with CCTV installer and maintenance contractor and the nursery manager will undertake occasional reviews (at least annually) to ensure updating of knowledge and compliance with this policy and relevant legislation.

## Internet Safety Policy

The internet can be freely accessed for nursery matters (including finding resources, planning etc.) during working hours. Personal use must be restricted to break times or after work.

In order to protect our facilities:

- Staff must not download music, videos and other files that are not relevant to the One Nation Childcare ethos of children learning and development.
- Staff must be aware of viruses which could lurk in emails. Whilst using the nursery internet facilities staff must not open any emails from names that aren't recognised in order to protect the nursery computer from potential viruses.
- Staff must be made aware that the One Nation Childcare laptop is only to be used for work that is applicable to the service.
- No social media or personal technology should be used during working hours, Staff must leave their personal accounts and devices for during breaks and outside of the day-care room or when children are not present outside of work hours.
- Staff must be aware of their responsibilities to the nursery when using social networking sites to blog, tweet or post comments. Our confidentiality policy must be adhered to at all times, even outside of working hours. It is important to maintain your status as a professional childcare worker at all times. Whilst One Nation Childcare respects your right to a private life we would ask staff to think about the impact of using social media in their private lives may become public from time to time and professionalism may be affected. The nursery may take disciplinary action for detrimental conduct online. It is not a breach of privacy for One Nation Childcare management to view your online postings.
- Staff must not post anything onto social networking sites such as 'Facebook' or 'Twitter' that mentions the nursery or their employment there. Staff must not name the nursery as their employer whilst employed and even after employment has ended.
- Detrimental comments about the nursery and employment by the nursery even after employment has ended, that bring the nursery into disrepute, may lead to legal action.
- Staff must be aware of their conduct online at all times. Whilst an employee of the nursery, they must not write anything that causes detriment to their own reputation e.g. swearing, criticism of nursery or other staff.

- Staff must not post anything onto social networking sites that would offend any other member of staff or parent attending One Nation Childcare.
- The nursery actively discourages staff online relationships with parents so that professional boundaries are not breached. Online relationships must not be purely for nursery contact purposes.
- Children are to be encouraged to use the internet if appropriate but must be supervised at all times when in the office.
- Disciplinary action could result if One Nation Childcare is brought into disrepute through employees' activity on social media or this policy is not adhered to.
- As part of our commitment to Child Protection, we need to ensure that there is no possibility of un-authorized media of the children being taken or shared online.

Therefore these steps should always be followed:

- Staff must only use approved devices to record/photograph within the setting. These are stored in the office when not in use.
- Nursery devices must not be used for personal purposes
- Never emailing personal or financial information.
- Ensuring children are supervised using internet devices and the content is appropriate.
- Talking to children about 'stranger danger' and deciding who is a stranger and who is not
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal

## Video and Photography

Every child in our care deserves to be protected from the misuse of photographic and video images of themselves, taken whilst they attend One Nation Childcare.

It is our policy to use photographs taken in the nursery to support the children's learning and also to record children's individual progress. Photographs recorded in nursery as part of a normal day are taken using a digital camera and are only taken by members of the staff team.

Additional photographs or images may be taken of children as part of the work of the Nursery and may be taken by an outside photographer or other parents (during the events the nursery may have) In the case of outside agencies taking photographs for marketing purposes, the nursery will seek written, parental permission from families that they agree for their child to be included. Should a parent prefer their child not to take part then any images taken will be deleted. Individual children will not be included if written permission is not given by the child's family.

### Guidelines

Photographs/videos are taken to:

- Support the learning of each child's individual record
- Illustrate work on display around the nursery building.

Photographs may also be taken in the following ways:

- Whenever possible, photos taken by outside agencies will be taken so that individual children are difficult to identify. The photo will be taken from a distance or from behind.

### Parent's use of cameras/videos in nursery

Parents/carers will be invited to record their child's inclusion in group events and other celebrations through the use of photographs or video on the understanding that they will not publish any material on the internet as the Nursery has no control over these images once they are in the public domain.

Lead Practitioner will ensure that in such situations parents are strictly to only photograph or video their child.

All procedures and codes of conduct regarding this will be written in the agreement form that will be signed by parents/carers.

We will ensure that the children of parents/carers who do not wish their child to be photographed or videoed are provided with other activities.

At no time are staff permitted to bring in a camera from home, nor use their mobile phones in the Nursery rooms.

### **Social Networking Policy**

This social networking policy applies to our members of staff, students and volunteers at One Nation Childcare and sets out guidelines that should be followed for all on-line communications. We also make parents and their families aware of this procedure through this policy and our parental agreement. Whilst social media, professional networking sites and personal web sites are all useful technologies, every employee needs to use good judgement about what makes its way on-line.

### **Relevant technologies**

This policy includes (but is not limited to) the following specific technologies:

- Personal blogs
- Twitter
- Facebook
- LinkedIn

One Nation Childcare will sometimes use Facebook and other Medias to promote the nursery service this will only be conducted by the managerial team and kept under close supervision. This will not be done via staff's personal accounts but will be directed from One Nation Childcare's personal account and pages.

### **Procedures**

Staff, students and volunteers using social networking sites must:

- Refrain from revealing any information about children and parents within the setting.
- Refrain from making comments that may be seen as detrimental to the reputation of One Nation Childcare.
- Maintain professionalism by not accepting parents/carers as 'friends' on social networking sites.

- Ensure that photographs or materials published on social networking sites do not identify the nursery, its staff or children and their families.
- We talk to our parents/carers about social networking sites and the implications it may have on the setting, staff children and their families if information or photos were uploaded and deemed detrimental to anyone associated with One Nation Childcare.

### **Disciplinary action**

Any member of staff, student or volunteer found to be posting remarks or comments that breach confidentiality and or are deemed to be of a detrimental nature to One Nation Childcare may face disciplinary action that may result in dismissal. Student and volunteers will be asked to leave immediately.

If a member of staff becomes aware of any unauthorised social networking activity that identifies One Nation Childcare, staff children or families in a detrimental way they should notify the Nursery Manager Mahida Begum immediately.

### **Mobile Phone Policy**

The welfare, protection and safety of every child in our care is of paramount importance, and we take our responsibility to safeguard children seriously.

We have procedures in place which we ask everyone to respect, to help promote the safety of the children in our care.

We believe our staff should be completely attentive during their hours of work to ensure all children in the nursery receive good quality care and education.

Mobile phones must not be used during working hours.

Mobiles must be kept on silent or switched off during working hours and locked with staff belongings in the staff room/lockable cupboard out of reach of children.

Mobiles may only be used on a designated break and only in a child free area on the premises.

Ideally a nursery mobile should be used on outings however in the event that this is not available staff may use mobiles on outings for nursery/emergency use only. This will be supervised by the Lead Practitioner.

Mobiles must never be used to take photographs of any of the children or any area of the nursery or the work or any member of staff.

It is the responsibility of all members of staff to be vigilant and report any concerns to the Nursery Manager.

Concerns will be taken seriously, logged and investigated appropriately (see whistleblowing policy).

The Manager reserves the right to check the image contents of a member of staffs mobile phone should there be any cause for concern over inappropriate use.

Should inappropriate material be found then our Local Authority Designated Officer (LADO) will be contacted immediately. We will follow the guidance of the LADO as to the appropriate measures for the staff member's dismissal.

**Last Reviewed**

Date	Name/Title	Sign
25/02/2017	Mahida Begum/Nursery Manager	M.Begum

## HEALTH AND HYGIENE

**This section contains the following policies:**

- **Personal Hygiene**
- **Nappy Changing**
- **Toileting**
- **Food Safety**
- **Head Lice**
- **Sun Care**
- **Cleaning Policy**
- **Nutrition and Healthy Eating**
- **Allergies**

## Personal Hygiene

One Nation Childcare management team are expected to be in line with best practice, recognises that staff should maintain a clean and tidy appearance in the playroom.

### **Our Aim**

To ensure that staff have good hygiene and appearance as role models to the children the following

### **Guidelines/Objectives are put in place:**

- No specific outdoor clothing or footwear to be worn in the playroom.
- In the interest of safety limited jewellery only.
- Clean hair longer than collar length must be tied back.
- Nails must be clean and free of nail varnish or false nails.
- No visible underwear.
- Staff must adhere to the appropriate dress code.
- Staff suffering from sickness or diarrhoea must report it to the manager or supervisor as soon as possible and not return to work until clear of all symptoms for at least 48hours.

### **Always wash your hands**

- After toilet
- After your tea/lunch break
- After using a handkerchief
- Before preparing snacks in line with the Health and Safety Policy.
- Before getting the children to brush their teeth.

## Nappy Changing

One Nation Childcare recognises that there is a need for nappy changing to be safe, hygienic and a comfortable experience for both children and staff.

We aim to provide a hygienic, healthy and safe environment for children and adults. The Nursery Manager is responsible for ensuring all staff understand and follow this procedure. Nappy/toilet changing facilities are provided and exercise good hygiene practices in order to accommodate children who are not yet toilet trained.

In order to encourage a healthy self-esteem and a sense of identity practitioners should ensure that nappy changing is an enjoyable and relaxing time. It is also a good communication opportunity for both children and staff.

### Nappy Changing Procedure

- Ensure that you have all your resources to hand i.e. nappy, wipes, nappy sacks, disposable apron & gloves, paper towels, anti-bacterial spray and spare clothes if needed.
- Approach this child and explain to them what you are going to do.
- Put on disposable gloves and an apron.
- Assist child onto changing mat and encourage them to lie down.
- Remove child's shoes and remove or lower child's clothing as required.
- Remove nappy and place in a nappy sack.
- Apply cream if necessary or requested (Medical Form)
- Dispose of in the nappy bin.
- Assist the child off the nappy changing mat and encourage them to wash their hands.
- Cleanse the nappy changing mat using a paper towel and anti-bacterial spray.
- Wash hands and record the nappy change on the daily sheet ensuring to record whether the child had a wet or soiled nappy and sign by the staff member.
- Do not leave the child unattended on the nappy changing mat if it is raised off the floor.

- Do not leave the nappy changing area wearing the disposable apron and gloves. Do not use the same gloves for multiple nappy changes.

## Toilet Training

The staff at One Nation Childcare are experienced in helping children to potty train. If you think your child is developmentally ready to start using the potty we will endeavour to support you and your child to the best of our ability. Potty training can be a very daunting process for parents but please be assured that our staff will work with you every step of the way to ensure the process is a smooth one. Please be aware that it can take longer for a child to potty train at nursery as there is so much more happening within the environment than at home. This is why we ask you to start potty/toilet training your child at home for a short period before it is introduced at nursery.

We understand that due to changes in routines or at home some children may regress. If your child has been dry for a while and they begin to have accidents your key person will work with you and support your child through this time.

### Procedure

- Parents/Staff will use a child friendly approach to inform children about what toilet training is and will try to make it a comfortable experience.
- Children will be asked and reminded to go to the toilet by their key person throughout their session
- We at One Nation Childcare understand that children may become very engrossed in their play that they may forget to go to the toilet which results in them having an accident.
- Staff will act accordingly by ensuring that the child is taken to the toilet to be cleaned, another member of staff will cordon off the area in which the child has had the accident until the area has been cleaned and disinfected.
- The child's dirty clothes will be put into a nappy sack and put into the child's bag, in cases of soiled clothes to abide by the Health and Safety Legislation staff are not permitted to clean the clothes, but will be placed into 2 or more nappy sacks.
- The parents/carers will be informed of the toileting accident on collection of their child.
- Staff will sign and date daily nappy/toileting form.

## Food safety and Hygiene Policy

This policy defines the precautions to be taken, and the arrangements in place, to ensure that food hygiene standards in One Nation Childcare conform to the highest standards in accordance with the requirements of current food safety legislation:

### **Staff recruitment and training:**

- The basic elements of food hygiene are incorporated into the induction training programme for all staff. Thereafter, specific training plans will be in place to ensure that some staff members undergo food hygiene training.

### **General rules of food hygiene:**

Each staff member will be made aware of the '10 golden rules of food hygiene' which are:

- Always wash your hands before handling food and after using the toilet.
- Tell your employer at once of any skin, nose or throat or bowel trouble.
- Ensure that cuts and sores are covered with waterproof dressings.
- Keep yourself clean & clean clothing. Never cough or sneeze over food.
- Do no smoke in a food room; it is illegal and dangerous (see no smoking policy)
- Clean as you go; keep all equipment and surfaces clean.
- Prepare raw and cooked foods in separate areas. Keep food covered and either refrigerator or piping hot.
- Keep your hands off food as far as possible.
- Ensure waste food is disposed of properly. Keep the lid on the dustbin and wash your hands after putting food in it.
- Tell your Manager if you cannot follow the rules.

### **Our Food and Drink Policy**

One Nation Childcare will not be providing children with any hot meals.

We will only strictly be offering children milk and fruit/vegetables as snacks

Parents are expected to arrange a packed lunch for their child

### **Packed Lunch policy**

- The food provided by parents must not need cooking/heating/re-heating.
- Must be in line with our healthy eating policy.
- Must be well packaged and contained with the lunch bag/box clearly labelled with the child's name.
- As and where possible items within the bag should be labelled.
- We encourage parents to only give their children milk/water during sessions.
- It is good practice that parents inform staff what their child has in their lunch bag/box during drop off times.

### **Meal Preparation**

- One Nation Childcare staff members will not in any circumstance need to cook or prepare hot meals for children and families.
- Appropriate staff will be asked to only prepare fruit/vegetables for snacks.
- Any knives will be kept out of reach of children and kept in a lockable cupboard.
- Any knives/peelers/chopping boards will only be used for fruit and vegetables and will not be contaminated by any other food groups.
- In cases of allergies separate knives/peelers/chopping boards will be used or washed thoroughly in hot water and washing liquid before use.
- Milk with clearly labelled expiry date will be stored in a refrigerator and fridge temperature will be checked and recorded daily.
- If for any reason One Nation Childcare needs to use refrigerators/storage belonging to The Beacon Centre then Nursery Manager must ensure The Beacon are in line with the food hygiene regulations.

### **Risk Assessment:**

The One Nation Childcare provides prepared food for the children. It is therefore subject to the provisions and requirements of the food safety (general food hygiene) regulations, 1995.

## Head Lice

Head Lice can affect people from any background and does not imply a lack of hygiene or cleanliness of the infected person.

In order to try and prevent other children becoming infected we have put together the following procedure. We hope that as Parents you too will work with us to prevent and treat the spread of head lice.

Children will not be excluded from our care because they have head lice and we ask that all children and parents are sensitive and understanding towards the child.

We request that head lice is treated immediately they are found to prevent cross-infection to other children. Staff should advice parents/carers to seek support from their GP pharmacy

We request that all children with long hair wear their hair up to prevent the spread of Head Lice

We request that parents check their children's hair once a week with a special head lice comb to aid early detection.

We request that parents inform us immediately if they have discovered that their child has head lice.

We will provide information on the effective treatment and detection of Head Lice.

We will inform all parents using our service addressing them with a formal letter if a child has head lice but we will not say who to respect confidentiality.

We will assist in the prevention of Head Lice by ensuring the children only use their own hairbrushes and combs and that the play dressing up hats are regularly cleaned.

## Sun Protection Policy

At One Nation Childcare we want all staff and children to enjoy the sun safely. We will work with staff, parents and carers to achieve this through:-

### Education

- All children will be involved in a discussion, appropriate for their age and understanding, at the start of the summer about sun protection and the risks
- All staff will be educated in the importance of sun protection and the risks involved in not protecting both themselves and others
- Parents and carers will be informed about our policy on sun protection

Where certain areas of the play space get sunny, children will be discouraged from playing there in the very hot weather. If needed, temporary shade will be created. (Will require a risk assessment before use)

If the weather is extremely hot Manager will decide whether children will need to play indoors instead, playtime will be kept to a minimum to avoid prolonged sessions in the sun. Manager may decide that children in intervals of play time outdoors.

All children will be actively encouraged to wear hats when in the garden during sunny days onwards

Parents should provide their children with sunhats

Parents of children that attend for a half-day should apply sun cream to their child at home. For those children that attend for a full day, parents should apply sun cream before their child comes to nursery and staff will assist the child in re-applying it during lunchtime.

Parents are asked to give written permission for sun cream to be applied for those children that are at nursery all day, after lunch, during the summer months.

One Nation Childcare will ensure that parents provide their children with a sunscreen of a minimum of factor 30.

Individual children's sunscreen should be labelled with child's name.

## Clean/Tidy Environment Policy

One Nation Childcare strives to minimise the risk of infection within the nursery by ensuring that the highest hygiene standards are maintained. All of our staff are given training on Infection Control Procedures and are aware that they have a responsibility to ensure that they put these procedures into practice.

Staff encourage the children to learn about good personal hygiene through their daily routine and through play activities relating to healthy living.

We ensure that supplies of soap, anti-bacterial hand gel, paper towels, tissues, disposable gloves, aprons and anti-bacterial cleaning agents are readily available.

We particularly encourage good hand hygiene throughout the nursery as we acknowledge that it is the single most important practice in reducing the spread of infection. Hand hygiene posters are displayed throughout the nursery. The children are actively encouraged to wash their hands properly by staff setting a good example and also showing the children what to do. This helps to ensure that proper hand washing becomes a lifelong habit.

### **Toys/Resources**

All washable play resources within the setting will undergo a major disinfectant procedure using Milton sterilising fluid/capsules every 2/3 weeks or as soon as possible when an infection has broken out within the community/The Beacon Centre/One Nation Childcare.

This will be monitored using a cleaning record book

### **Outdoor Area:**

- To be checked for cleanliness including animal contamination before children go outside – any animal contamination must be reported to the manager immediately who will deal with it appropriately
- Small outdoor toys to be stored in the shed when not in use
- Small outdoor toys contaminated with body fluids to be washed in hot, soapy water, cleaned with appropriate disinfectant and thoroughly dried
- Large outdoor toys to be stored in the shed and cleaned regularly
- Staff and children to wash and dry hands thoroughly after boots, jackets, etc. have been removed.

It is of great importance to One Nation Childcare team that the setting is well looked after and kept in good condition.

The entire setting will be tidied and cleaned on scheduled daily basis.

### **Cleaning Procedure:**

- At the end of every day that the nursery has been used it is the responsibility of the staff to ensure that all toys/resources are placed back into their original place.
- All floors will be brushed/vacuumed and then mopped with floor cleaner. Separate mop and buckets will be used for the play area and toilet.
- All tables and work units will be wiped with anti-bacterial spray.
- Cushions covers/dressing up clothes and any other materials will be washed regularly.
- Toilets will be cleaned using anti-bacterial disposable wipes and flushed with bleach.
- Sinks will be washed and wiped down using anti-bacterial spray, cleaning cloths used in the toilet sinks and work unit sinks will be separated at all times.
- Air freshener and any cleaning products must only be used when children are not present.
- Wet floor signs must be visible.

## Nutrition and Healthy Eating

One Nation Childcare is passionate about promoting a healthy eating and lifestyle, we will be continually making links within the community with dietitians/Health Visitors and also with members of the Change4Life programme.

A balanced diet is essential for the maintenance and protection of health, to ensure that full mental and physical potential is reached each day and to optimise growth and development. Developing a healthy diet and good eating habits early in life will lay the foundations for future health.

The statutory framework for the Early Years Foundation Stage states:

- The provider must promote the good health of the children.
- Where children are provided with meals, snacks and drinks, these must be healthy, balanced and nutritious.
- Fresh drinking water to be available at all times.
- Work with parents and families to promote a healthy diet and lifestyle throughout the One Nation Childcare setting and routines.

### **Aims**

To make meal/snack times a pleasurable and safe experience.

To support children and their families, creating an awareness of healthy eating and promoting as appropriate.

Within the One Nation Childcare setting, to provide opportunities and experiences to develop children's knowledge and understanding of healthy eating concepts in accordance with Early Years Foundation Stage Physical Development.

### **Objectives**

Working towards ensuring all staff, governors and families embrace the policy in a positive manner.

To integrate the aims into the nursery ethos, particularly where food is provided on-site, through the children's learning and development and social activities.

To work within the Health and Safety guidelines regarding food preparation and storage.

## **Snack Times**

A mid-morning and a mid-afternoon snack of fruit is offered as appropriate (according to the age of the children). There is a choice of fruit/Vegetables offered. With either the option of milk or water.

## **Lunchtime**

Parents must send their child to nursery with a packed lunch. Packed lunch boxes are stored in a cool place – parents are encouraged to provide a chilled pack to keep the food fresh.

All cultural and religious needs are catered for. All staff are informed regarding specific allergies – dietary needs and these are catered for appropriately.

## **Good Practice and promoting healthy eating awareness**

Children will have opportunities to growing fruit and vegetables in the nursery outdoor area.

As part of children's learning group activities and room planning will be completed around healthy eating.

Parents/Carers will be given regular hand-outs on the Change4Life healthy eating programme.

## Allergies/Reactions

At One Nation Childcare we are aware that children can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are minimised or where possible prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

Staff will be 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.

Information will be passed on by parents from the registration form regarding allergic reactions and allergies and must be shared with all staff in the nursery

An allergy register will be kept in locked filing cabinet that will be quickly accessible should staff need information on a certain child.

The Nursery manager must carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery. The information must then be shared with all staff

All food prepared for a child with a specific allergy will be 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

If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment. Parents must be informed and it must be recorded in the incident book

If this treatment requires specialist treatment, e.g. an Epi-pen, then at least one members of staff working directly with the child as well as the manager will receive specific medical training to be able to administer the treatment to each individual child.

A sick child above all needs their family; therefore every effort should be made to contact a family member as soon as possible

If the allergic reaction is severe a member of staff will call an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles

Whilst waiting for the ambulance, we will contact the emergency contact and arrange to meet them at the hospital

A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, and medication.

Staff must remain calm at all times; children who witness an allergic reaction may well be affected by it and may need lots of reassurance

All incidents will be recorded, shared and signed by parents at the earliest opportunity.

**Last Reviewed**

Date	Name/Title	Sign
25/02/2017	Mahida Begum/Nursery Manager	M.Begum

## **POLICIES FOR PARENTS/CARERS**

**This section contains the following policies:**

- **Parent Partnership Policy**
- **Comments and Complaints**
- **Payments Policy**
- **Registering and Induction**
- **Arrivals and Departure Procedure**
- **Visits and Settling in**

## Parent Partnership Policy

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

### **Our aim**

- To support parents as their children's first and most important educators.
- To involve parents when practical in the nursery and their children's education.

In order to fulfil these aims:

We respect children as individuals, for their ability/disability, sex/gender, as members of families and members of ethnic/racial, linguistic, social, cultural and religious groups.

We respect the different ways that different parents have of loving and caring for their children and preparing them for adult life, according to differences in culture practise and religious beliefs.

We inform all parents about how One Nation Childcare is run and its policies. We check to ensure parents understand the information, which is given to them;

We inform all parents on a regular basis about their children's progress through daily verbal feedback.

We involve parents in the shared record keeping about their children - either formally or informally and ensure parents have access to their children's written records including observations and Learning Journals.

We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the group such as reading stories or sharing an experience.

We provide information about opportunities for being involved in the nursery in ways which are accessible to parents with basic skills needs, or those for whom English is an additional language.

We welcome the contributions of parents, in whatever form these may take.

We inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure.

We provide opportunities for parents to learn about the nursery curriculum and about young children's learning, in the nursery and at home.

We invite parents/carers into the nursery at least twice a year to discuss their child's development with their key person.

We encourage all parents/carers to take part in special event/themed days such as and World Book Day

We attempt to record significant achievements and experiences children have had outside the nursery setting in Learning Journals to successfully document the child's learning journey whilst at nursery.

We display all nursery news and useful information for parents/carers on a parent's information board.

## Comments and Complaints Policy

One Nation Childcare is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes.

This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the owner of the setting, **Saqib Arshad**, will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form.

### Step One

If a parent/carer has a complaint about some aspect of the Setting's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Manager. The Setting is committed to open and regular dialogue with parents/carers and the Setting welcomes all comments on its services.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### Step Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the One Nation Childcare Manager **Mahida Begum** which will also be shared with the Director of One Nation Childcare **Saqib Arshad**. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included.

If the Nursery Manager has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children Board, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police.

The Nursery Manager will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint in writing from the Setting will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Setting's policies or procedures emerging from the investigation.

The Nursery Manager **Mahida Begum** and Director of the setting **Saqib Arshad** will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the Setting's response to it. The Nursery Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

### **Step Three**

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Setting's response will be sent to Ofsted and Ofsted will be alerted of the complaint.

*Saqib Arshad/Director of One Nation Childcare*

ADD CONTACT DETAILS

## Arrival and Departure Policy

It is the policy of One Nation Childcare to give a warm welcome to each child on their arrival.

Parents/carers are requested to approach a member of staff (the child's key person if possible) upon entering the room. The staff member will ask information relating to the child's needs. Parents/carers are requested to sign the child in on the room register.

If the parent requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed.

If the child is not to be collected by the parent at the end of the session, they must inform the staff member and ensure the person collecting the child has the given password and are named in the child's file. Upon collecting the child they will be asked for their name, ID and the password.

The planned departure of the child should be anticipated by the key person in the group.

All medicines should be recovered from the medicine box only when the parent has arrived and should be handed to him/her personally. The medication policy is to be followed here with regards to receiving a parental signature.

No child should be handed over to anyone other than the known parent unless an agreement has been made at the time of arrival. If in doubt check the person's identity by ringing the child's parent or their emergency contact number.

On departure, the child register must be immediately marked by the parent to show that the child has left the premises.

Only Staff are permitted to use the televised phone at the entrance and ONLY staff are to open and close door for attendees. Notices will be displayed near the entrance advocating this.

For arrivals and departures of visitors the appropriate records must be completed on entry and exit (e.g. in the visitors book entrance)

## Visits/Settling In Policy

One Nation Childcare offers 3 types of sessions. The morning sessions/ the afternoon sessions/full day sessions.

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents afterwards the new learning experiences enjoyed in nursery.

In order to accomplish this:

- We aim to ensure your child's introduction to our setting is as stress free as possible. Once a place has been offered, we aim to achieve this by inviting you and your child to visit the nursery prior to your child's official start date. This helps to familiarise your child with the nursery, the nursery staff and the other children.

A child who is tense or unhappy will not be able to play or learn properly, so it is important for parents/carers and staff to work together to help the child feel confident and secure in the group. This takes longer for some children and parents/carers should not feel worried if their child takes a while to settle.

You must be prepared to accept that it may take some time for your child to adjust to the nursery but very few children fail to settle eventually. We find that staying with your child and then leaving him/her for short periods eases the separation process. Please remember, the more your child comes and experiences the activities on offer and sees you interacting with the staff, the more settled they will feel.

One Nation Childcare understands that every child is different, we will encourage parents to speak to their child's new Key Person who will plan your child's settling in process and visits with you.

### **Last Reviewed**

<b>Date</b>	<b>Name/Title</b>	<b>Sign</b>
25/02/2017	Mahida Begum/Nursery Manager	M.Begum

## STAFF

**This section contains the following policies:**

- **Recruitment Policy**
- **Staff Training and Development**
- **Whistleblowing**
- **Students/Volunteers**
- **Supervisions/Appraisals**
- **Disciplinary**
- **Grievance**

## Recruitment Policy

One Nation Childcare is committed to Safeguard and Promote the Welfare of Children and Young People very seriously and expects all staff, students and volunteers to do the same.

We aim to ensure that all people working with children are suitable to do so and we are therefore extremely vigilant when recruiting new staff to join our team.

Our procedure is as follows:

- All applicants will be required to complete an application form and will then receive a letter from the nursery stating whether they have been successful in reaching the next stage (face to face interview) or not.
- All shortlisted candidates will receive a job description and where possible, have their references checked before attending an interview.

During an interview applicants will be asked to prove:

- Their identity (passport or photo card driver's license)
- Relevant qualifications (certificates)
- Eligibility to work in the UK (official paperwork)
- Their criminal history (disclosing anything that will show up on a DBS)
- The Nursery Manager Mahida Begum and the Director Saqib Arshad will be present at interview.
- Each applicant will receive communication from the nursery stating whether they have been successful or not.

Starting work

- The successful candidate will be informed that their job offer is conditional, dependant on the return of 2 satisfactory written references and a DBS check.
- New members of staff will not be allowed unsupervised access or be able to provide intimate care (nappy changing/toileting) to any child until their DBS check comes back clear.
- New members of staff will undergo an induction period during which time they will read and discuss the nursery's policies and procedures.
- Their work ethic and performance will also be monitored very closely during this time and if satisfactory levels are not being reached their employment may be reconsidered.

- All staff are responsible for notifying the manager, in person, if any circumstances arise that may affect their suitability to work with children. This includes any health concerns or incidents that have occurred outside of the nursery. Staff will face disciplinary action if they fail to notify the manager within in a reasonable time scale.

## **Staff Training and Development**

One Nation Childcare will ensure that staff are well equipped to offer the best work practices when dealing with the staff/parents/children at One Nation Childcare.

We will ensure where possible that staff meetings incorporate Training e.g. The Revised EYFS, Safeguarding and Welfare requirements.

We will have regular staff training days which will allow all staff to discuss ways in which the One Nation Childcare provision can be improved.

It will be the responsibility of the Nursery Manager and Director to ensure that opportunities to send staff on training that will enhance the quality of the service is utilised.

The Nursery Manager will conduct supervisions monthly with staff where they can discuss any issues as well as discuss how they would like to develop themselves as better practitioners.

The staff will also be given training via E-learning courses that they with complete at the Directors office which is situated off the One Nation Childcare premises, such training will be completed outside of childcare provision times.

Each member of staff is responsible to ensure that their training is up to date, the Nursery Manager will monitor this.

## **Whistleblowing Policy**

The whistle blowing procedure aims to help and protect both staff and the children. By following the procedure, you are acting to:

- Prevent a problem getting worse.
- Safeguard children and young people.
- Reduce the potential risks to others.

The earlier you raise a concern, the easier and sooner it is possible for the setting to act.

One Nation Childcare is committed to the highest possible standards and recognises that staff students and volunteers are often the first to realise that there may be something wrong within the setting. However, they may not express their concerns because they feel the speaking up would be disloyal to their colleagues or they may fear harassment or victimisation.

The Public Interest Disclosure Act 1998 protects workers who raise concerns from victimisation or harassment. In accordance with that Act and its commitment to the highest standards of service delivery, One Nation Childcare actively encourages its workers with concerns about any aspect of the setting's practice or any adult, volunteer or student's conduct to come forward and voice those concerns, in confidence, within the setting rather than overlooking a potential problem.

The aim of this policy and associated procedures is to establish an internal procedure that will encourage and enable staff, students and volunteers to raise concerns about any aspect of the setting's practice, which do not meet the criteria for being dealt with as a complaint of grievance, in confidence and without fear of retaliations.

Concerns that should be raised via the whistle blowing policy may be in relation to the actions/behaviours of other staff, students or volunteers, or about something that is perceived as:

- Unlawful
- Failing to comply with the setting's policy and procedures
- Poor practice
- Improper conduct

This policy is based on the following fundamental principles:

- All staff, students and volunteers have the right to raise concerns about perceived unacceptable practice or behaviour.
- The responsibility for expressing concerns about unacceptable practice or behaviour rests with all staff, students and volunteers.
- One Nation Childcare will not tolerate harassment or victimisation and will take action to protect workers when they raise a concern in good faith.
- One Nation Childcare will do its best to protect a whistle blower's identity when they raise a concern and does not want their name to be disclosed.
- However, if the concern raised needs to be addressed through another procedure, e.g. disciplinary procedure, the worker may be required to prove a signed statement as part of the evidence.

- In some circumstances One Nation Childcare may have to disclose the identity of the worker without their consent, although this will be discussed with the worker first if possible.
- Appropriate advice and support will be made available to staff, students and volunteers who raise concerns.
- Those who raise concerns will be kept informed of the progress and outcome of any investigation.
- One Nation Childcare will not tolerate malicious allegations, this may be considered a disciplinary offence.

Procedures for reporting and investigating 'Whistle Blowing' concerns have been developed to ensure that:

- Staff and volunteers can take the matter further if they are dissatisfied with the setting response and seek external advice and guidance.
- Issues raised are addressed via other procedures and policies as appropriate, e.g. safeguarding, policy, allegations against an adult working in a setting, grievance, disciplinary, health and safety.
- Appropriate records are maintained for monitoring purposes.

Staff, students and volunteers should raise concerns with the manager or parent committee. Concerns should be raised in writing and include:

- Reference to the fact that it is a whistle blowing disclosure.
- The background and history of the concerns.
- Names, dates and places (where possible).
- The reasons why the individual is concerned about the situation.
- Staff who feel unable to put concerns in writing, can telephone or meet either the manager or the director.

### **Who should you contact?**

You should contact one of the following people in confidence:

- Mahida Begum/One Nation Childcare Safeguarding Designated Officer and Manager
- Saqib Arshad/One Nation Childcare Director – [info@emtep.org](mailto:info@emtep.org)

## Student/Volunteer Policy

One Nation Childcare welcomes students and volunteers, as it recognises the importance in students/volunteers gaining access to a 'quality' practical learning environment. Management believe that the learning gained from practical experiences can offer students/volunteers the knowledge and skills required to enhance their personal and professional development.

At One Nation Childcare we recognise the skills and knowledge possessed by our team. All committed and dedicated Childcare Practitioners should share their expertise and knowledge with those training to work in the field of childcare.

We believe students and volunteers actively learn from working alongside qualified staff who manage and maintain their role effectively in a positive and motivated way. Witnessing 'quality' care is the best way in which to learn and discover how to provide it.

Students are an essential part of any childcare facility and give us an opportunity to re-examine our work and how we account for what we do.

- Students/Volunteers will be offered places by the Nursery Manager and if One Nation Childcare has received confirmation from the College/Educational Institutes that this has been completed.
- Students/volunteers will not be included in the ratio of staff to children.
- At all times Students/volunteers will remain within the sight of a member of staff while working with children.
- Students/volunteers will be assigned a mentor who is interested and committed to their training, and willing and able to offer the necessary level of support to ensure their placement is successful.
- Student must read and sign a confidentially agreement, they will also be expected to read all polices and procedures of the setting.
- Parents will be introduced to students/volunteers, by staff when they start work within the One Nation Childcare setting.

## Supervision/Appraisals Policy

This policy outlines the procedures and practices for supervisions and appraisals as required by the Early Years Foundation Stage.

It is important to embrace the process of appraisal and supervision as an effective tool for supporting staff members, developing personal and professional skills and creating a culture of mutual support dedication and teamwork.

### Appraisals

Referred to as Personal Development Reviews (PDR's) they are led by a Nursery Manager or Director.

The PDR process is a two way meeting, with the opportunity to give as well as receive feedback.

Meetings are pre planned and follow a formal structure with a set agenda, key objectives are based on departmental plans. Individuals are given adequate notice of a meeting date and time, allowing them time in which to reflect and prepare.

### Supervisions

Supervisions are a formal and recorded process through which the professional actions of childcare practitioners are examined and regularly reviewed. During supervision staff are able to discuss any concerns they have about their key children and families or inappropriate behaviour displayed by colleagues, management or support staff.

Supervisions act as a means for ensuring that One Nation Childcare Practitioners have access to the support, training and procedures they require for professional growth and development. It enables them to reflect on the quality of their practice and therefore facilitate discussions.

In conjunction with this policy the One Nation Childcare Agreement details expectations and commitments from the Supervisee and Supervisor to schedule regular meetings, and explain the consequences of cancellations and nonattendance.

### Disciplinary Policy

One Nation Childcare aims to operate an open and honest method of working with employees. Difficulties experienced by both employees and Management members should be raised at the earliest opportunity, with the aim of reaching a

resolution informally as a result of full and honest discussion. In order to carry out its function, One Nation Childcare is obliged to comply with statutory regulations and policies. It is the responsibility of One Nation Childcare to ensure that members of management and all employees adhere to these statutory provisions. Failure to comply with such procedures and any other breaches will be dealt with in accordance with the following disciplinary procedure:

### **Informal Action:**

Employees committing what are deemed to be minor breaches of discipline will normally be approached by the Nursery Manager and spoken to informally about the matter. Employees experiencing any sort of difficulty either personally or at work are encouraged to raise the matter with the Nursery Manager as the issues arise and will be given the opportunity to do so at an informal meeting.

It is hoped difficulties may be resolved informally where possible and a further meeting will be arranged to review the situation within a reasonable time.

If informal action does not bring about an improvement, or the misconduct or unsatisfactory performance is considered to be too serious to be classed as minor, Nursery Manager and Director should provide One Nation Childcare practitioners with a clear signal of their dissatisfaction by taking further action.

### **Step 1**

The first step in any formal process is to let the Manager or Director of One Nation Childcare know in writing what it is the person in question are alleged to have done wrong. The letter or note should contain enough information for the individual to be able to understand both what it is they are alleged to have done wrong and the reasons why this is not acceptable.

The Nursery Manager or Director will issue the written statement / letter to the staff member. The staff member should be invited to meet at a 'Disciplinary Meeting' which will consist of the One Nation Childcare Director, Nursery Manager and other member of the management team.

### **Step 2**

Where possible, the timing and location of the meeting should be agreed with the member of staff. The length of time between the written notification and the meeting should be long enough to allow the member of staff to prepare, but not so long that memories fade.

The meeting should be held in a private location to ensure that there will be no interruptions. The member of staff has the right to be accompanied at this meeting.

At the meeting, the Director (Saqib Arshad) should explain the complaint against the employee and go through the evidence that has been gathered. The employee should be allowed to set out their case and answer any allegations that have been made. The employee should also be allowed to ask questions, present evidence, call witnesses and be given an opportunity to raise points about any information provided by witnesses.

Following the meeting, the One Nation Childcare management members who are present must decide whether disciplinary action is justified or not. Where it is decided that no action is justified the employee should be informed. Where it is decided that disciplinary action is justified, Nursery Manager or Director will need to consider what form this should take. Before making any decision, they should take account of the employee's disciplinary and general record, length of service, actions taken in any previous similar case, the explanations given by the employee and – most important of all – whether the intended disciplinary action is reasonable under the circumstances.

Following the meeting, an employee who is found to be performing unsatisfactorily should be given a written note setting out:

- The performance problem
- The improvement that is required;
- The timescale for achieving this improvement;
- A review date
- Any support One Nation Childcare will provide to assist the employee.

### **Step 3**

If the employee's conduct or performance still fails to improve, the final stage in the disciplinary process might be dismissal. A decision to dismiss should only be taken by the Director (Saqib Arshad) who has the authority to do so. The employee should be informed as soon as possible of the reasons for the dismissal, the date on which the employment contract will terminate, the appropriate period of notice and their right of appeal.

### **Major Misconduct**

Instant dismissal is possible only in extreme circumstances of gross misconduct and may include:

- Breaches of One Nation Childcare Safeguarding and Child Protection Policy
- Breaches of the Children Act 1989

- Serious breaches of health & safety
- Dishonesty
- Fraud
- Assault
- Damage to One Nation Childcare’s property
- Actions likely to bring the One Nation Childcare into disrepute with its users
- Breaches of the Confidentiality Policy

### **Grievance Policy**

We at One Nation Childcare believe all staff should be happy within their work environment. However we are aware that sometimes staff may have grievances with other staff members and procedures within the nursery setting.

If any member of staff has a grievance the procedure in place is as follows:

- Discuss with Nursery Manager who will look into the matter and try to resolve the situation as quickly as possible, replying to
- The grievance in writing within 5 days with a possible solution.
- If the grievance is with the Nursery Manager (Mahida Begum) the staff member may speak directly to the Director (Saqib Arshad) who will follow the same procedure as above.
- If the grievance is not dealt with accordingly the member of staff may take the matter further by taking the matter to a tribunal.
- At any point within the procedure the staff member may be accompanied by a representative or another member of staff.

### **Last Reviewed**

<b>Date</b>	<b>Name/Title</b>	<b>Sign</b>
25/02/2017	Mahida Begum/Nursery Manager	M.Begum

## EQUALITY/INCLUSION

**This section contains the following policies:**

- **Equality and Inclusion Policy**
- **SEN Policy**

## Equality and Inclusion Policy

One Nation Childcare employer and employees will take great care to treat each individual as a person in their own right, with equal rights and responsibilities to other individuals whether they are adults or a child. The nursery is committed to providing equal opportunities and anti-discriminatory practice for all children and families according to their individual needs. The nursery will not tolerate discrimination on the grounds of gender, colour, creed, age, race, religion/belief, marital status, ethnic or national origin or political belief.

It is all employees' responsibility to ensure that our policy is adhered to and should anyone believe it is not being upheld it is their duty to report the matter to One Nation Childcare Director or Manager at the earliest opportunity.

One Nation Childcare is committed to:

- Providing childcare places wherever possible for children who are designated disabled or disadvantaged according to their individual circumstances and the nurseries ability to provide the necessary standard of care for the child and their family.
- Striving to promote equal access to services and projects by taking practical steps to ensure access to people with additional needs.
- Provide a secure environment in which all our children can flourish and where all contributions are valued.
- Including and valuing the contribution of all families
- Providing positive non-stereotype information about different ethnic groups and people with disabilities.
- Improving our knowledge and understanding of issues of equality and diversity through course
- Regularly reviewing childcare practice to ensure the policy is effective
- Make inclusion a thread which runs through all activities within the nursery including encouraging positive role models through the use of toys, imagery play and activities that promote non-stereotyped images
- Our nursery is accessible to all children and families in the local community and further afield through our inclusive admissions policy
- It is the policy of the nursery not to discriminate directly or indirectly in the treatment of others. All staff are expected to implement our policy. All staff are expected to challenge any discriminatory practice. All staff are

expected to participate in equal opportunities training.

- The nursery recognises the importance of training and staff will strive to include all families
- The EYFS framework which is offered within the nursery encourages children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and begin to develop the skills of critical thinking.

**We do this by:**

- Making children feel good about themselves
- Making sure children have equal access to learning opportunities
- Avoid stereotyping or derogatory images
- Educate children about a wide range of festivals
- Create an environment of mutual respect
- Help children understand that discriminatory behaviour and remarks are unacceptable
- Ensure the curriculum offered is inclusive of children with special educational needs

We will work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met, we will help children to learn about a range of food and respect differences amongst us

## Special Educational Needs

At One Nation Childcare we recognise that all children have the right to access a broad and balanced curriculum, allowing them to progress and learn at a pace and level reflective of their individual abilities. The nursery believes that all children have a right to gain experience and develop their knowledge and understanding alongside their peers no matter what their individual needs, and are committed to the inclusion of all children.

### Definition of Special Educational Needs

The nursery staff recognise the definition of special educational needs as detailed in the special educational needs Code of Practice.

Children have Special Educational Needs if they have a learning difficulty which calls for special provision to be made for them.

### Last Reviewed

Date	Name/Title	Sign
25/02/2017	Mahida Begum/Nursery Manager	M.Begum

## Notifying Ofsted

One Nation Childcare must notify Ofsted of:

- Any change in the address of the premises; to the premises which may affect the space available to children and the quality of childcare available to them; in the name or address of the provider, or the provider's other contact information; to the person who is managing the early years provision.
- Any proposal to change the hours during which childcare is provided; or to provide overnight care;
- Any significant event which is likely to affect the suitability of the early year's provider or any person who cares for, or is in regular contact with, children on the premises to look after children.
- Where providers are required to notify OFSTED about a change of person except for managers, as specified in paragraph above, providers must give Ofsted the new person's name, any former names or aliases, date of birth, and home address. If there is a change of manager, providers must notify Ofsted that a new manager have been appointed. Where it is reasonably practicable to do so, notification must be made as soon as is reasonable practicable, but always within 14 days. A registered provider who, without reasonable excuse, fails to comply with these requirements commits an offence.

### **Last Reviewed**

<b>Date</b>	<b>Name/Title</b>	<b>Sign</b>
25/02/2017	Mahida Begum/Nursery Manager	M.Begum