



Windmills

Policies and Procedures

Helping us deliver out of school opportunities for children

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1: Staffing

Our setting is committed to placing the best interests of children's welfare, care and development at the centre of all staffing matters.

All staff are required to submit to careful recruitment and vetting procedures – this will include providing references which will be verified.

The manager will arrange regular staff meetings where all staff are able to discuss items and contribute in a positive manner. The manager should encourage staff to contribute to the development and quality of the programme of activities provided.

Members of staff are expected to conduct themselves at all times in a professional, courteous, helpful, warm and consistent manner.

Members of staff are expected to display both knowledge and understanding of equal opportunities and a commitment to treating all children as individuals and with equal concern and respect.

Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.

Personal mobiles must be switched off and not used during working hours. If staff do need to receive an emergency call, the person calling them should use the main setting number (refer to Photography/Mobile Phone policy).

The manager/play leader will ensure that space is made during the working day for staff to take regular breaks, ensuring that no member of staff exceeds the legal limit of six hours consecutive work without a break.

There is a named qualified and capable deputy, who will take charge in the manager's absence.

Terms and Conditions

The setting is committed to promoting family friendly employment practices to help staff balance work and family commitments. The setting will make every effort to be flexible with staff and to promote harmonious working relations, through trade unions and other organisations.

The setting will work with staff and their representatives to ensure that all employment legislation and regulations – including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time Regulations – are abided by.

In return, the setting expects honesty, loyalty and diligence from its staff.

The written detail of employment contracts, including rates and levels of pay and other terms and conditions, are the responsibility of the Registered Person.

Qualifications, Experience and Safety Checks

All staff (including students and volunteers aged 16 and over) must have obtained an enhanced Disclosure and Barring Service check.

A record of all staff is kept which includes: information about staff qualifications, identity checks, vetting processes that have been completed (including the Disclosure and Barring Service certificate, reference number, date obtained and details of who obtained it).

The setting will not employ staff or volunteers who have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under Section 76 of the Childcare Act 2006.

Anyone who has not received a Disclosure and Barring Service check, but who is on the premises (such as a member of staff awaiting registration clearance) will not be left alone with a child.

Staff suitability is based on evidence from: references; full employment history; qualifications; interviews; identity checks; and other checks where applicable, for example, medical suitability.

The setting must ensure that staff have suitable skills, training and experience to care for the children. While there are no longer any staff qualification/training requirements for Out of School Settings, the setting will aim to follow the guidelines below as best practise:

The manager should ideally have a full and relevant NVQ level 3 qualification appropriate to the post, along with training, skills, knowledge and understanding of their role and responsibilities and at least two years' suitable experience. At least half of all the other staff should hold a full and relevant level 2 qualification.

If the setting only has only two members of staff on duty – both staff will ideally be qualified – one will hold a level 3 qualification and the other will hold at least a level 2 qualification.

The manager will ensure that there is at least one staff who has a current paediatric first aid certificate on the premises at all times when children are present.

The manager will also ensure that staff have sufficient understanding and use of the English language to ensure the well-being of children in their care as they must be able to summon emergency help, to understand instructions such as those for emergency purposes and instructions for the safety of medicines and food. Staff must also be able to keep records in English and liaise with other agencies in English.

Standards of Behaviour

Under no circumstances should any arguments or disagreements between members of staff occur in the presence of children or parents/carers.

No smoking, alcohol or drug use is allowed on the setting's premises (refer to Smoking, Alcohol and Drugs policy).

No bullying, swearing, harassment or victimisation will be tolerated on the setting's premises. This includes offensive behaviour such as sexist or racist language or harassment.

All staff are expected to treat everyone respectfully at all times and inappropriate behaviour may lead to disciplinary action.

Staff to Children Ratios

The setting is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support.

The setting will make every effort to maintain a ratio of at least 1:8 as best practice. This ratio includes any children of staff and volunteers. All staff included in the adult: child ratio will be aged 17 years or over. Any person aged under 17 will be supervised at all times by a person who has attained the age of 18.

The manager will ensure that there are always at least two members of staff on duty at the premises at any given time.

Each child in the EYFS will be assigned a key person, whose role is to help ensure that the child's care is tailored to meet their individual needs. The key person's responsibility is to also help the child become familiar with the setting, feel confident, safe, and cared for. The key person will also build a relationship with the parent to ensure that the needs of the child are being met.*

The manager will further ensure that suitable and sufficient contingency plans are in place to cover emergencies, unexpected staff absences, staff breaks, holidays and sickness.

Confidentiality

Staff have a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances.

Staff will not talk about individual incidents or the behaviour of children in front of parents/carers and other children.

Under no circumstances should staff provide any information about children to any branch of the media. All media enquiries should be passed in the first instance to the Manager.

Further details of the setting's confidentiality procedures are set out in the Documentation and Information policy.

Absences

Staff should negotiate statutory annual leave with the manager, in all cases giving as much notice as possible.

If staff are unable to attend work due to illness or other medical condition, they must contact the manager prior to the start of the working day.

Staff should indicate why they are unable to attend work and when they expect to return.

On returning to work, staff should complete a self-certification form for any sickness absence.

For absences of longer than seven days, a doctor's certificate must be submitted (refer to staff handbook).

The manager will keep records of all sick leave, other absences and lateness.

* Key person is only a requirement for children

2: Staff Development and Training

Staff are our setting's most valuable resource, as it is only through their commitment and effort that good quality provision can be both established and maintained. We are therefore committed to providing good training and development opportunities for staff so that they are able to perform their roles both efficiently and effectively.

The setting recognises that regular training and monitoring of professional development is important for all staff. Staff development and training is vital because it allows staff to keep up to date with current thinking and practice about both play and child development issues. Additionally, with well-trained and motivated staff, a setting is better able to meet the diverse and complex needs of children within its local community.

The setting is committed to providing for staff:

A full induction process.

A regular system of appraisals.

An up to date record of staff qualifications and training.

This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the setting, the Early Years Foundation Stage Framework and the Childcare Register.

Staff Inductions

New members of staff will be issued with a job description and a copy of the setting's policies and procedures. Staff will also undergo an induction process during the first month of their employment and be assigned a mentor to help them settle in.

As part of the induction, the mentor will discuss and talk through every day practices of the setting. These will include:

Showing new staff around the premises, pointing out all fire exits, toilets and areas such as the staff room, kitchen and setting office.

Explaining staff shifts, breaks and all aspects of the day-to-day management and running of the setting.

Introducing the new member of staff to their colleagues, children and parents/carers where appropriate.

Pointing out the practical implications of the setting's policies and practices, including how they relate to the setting's obligations under the Early Years Foundation Stage Framework and Childcare Register.

Support to understand their roles and responsibilities.

Information about emergency evacuation procedures, safeguarding, child protection, the setting's equality policy and health and safety issues.

Staff Appraisal and Supervision

The Manager conducts regular staff appraisals. The main objective of the appraisal and supervision system is to review employees' performance and potential, and to identify suitable and appropriate training and development needs. Also, to support staff to improve their qualification level wherever possible. For staff without a relevant qualification, the setting will consider supporting them to obtain a relevant level 2/3 qualification.

Appraisals will take the form of annual meetings between staff and the manager. They will be used to identify current knowledge, skills, areas for future development and potential training needs.

Supervisions will take the form of regular monthly discussions between staff and the manager, and will be an opportunity for reflecting on recent professional progress, as well as the targets set and issues raised during appraisals.

Supervision of staff will also provide support and training to promote the interests of the children. The process will provide opportunities for staff to:

- Discuss any issues – particularly concerning children’s development or well-being
- Identify solutions to address issues as they arise
- Receive coaching to improve their personal effectiveness
- Identify training needs

The appraisal and supervision process will be used to build up a Personal Development Plan (see below) for each member of staff.

Staff Meetings

There will be fortnightly staff meetings for problem solving, information sharing and evaluating progress. These are also opportunities for staff to reflect on their work performance and review any difficulties they may be facing. Staff meetings will be a forum for setting objectives for the setting.

Personal Development Planning

Personal Development Planning is a continuous process to ensure that staff needs are both identified and acted upon as they arise. It is the joint responsibility of both the member of staff and the manager to ensure that the plan is kept up to date and that all decisions are followed through.

The manager will keep a copy of this plan, but each staff member is also encouraged to keep a copy of their own Personal Development Plan, listing any training undertaken and additional skills gained since starting work at the setting.

Training Opportunities

The setting will do all it can to support staff who are working towards improving their qualifications and training experience. All staff are encouraged to take up training opportunities to expand their professional development and ensure an up to date knowledge of childcare issues.

It is the responsibility of the manager to identify and promote suitable training courses for staff and strongly encourage them to take advantage of these. Support will be given to help staff overcome any barriers to accessing such training.

Staff will be expected to attend training courses and update skills as and when requested by their manager. Staff will not suffer financially for any training that they are required to undertake.

Specific training courses in First Aid, Food Hygiene, Equality & Diversity, Safeguarding children, Inclusion, Data Protection and Health and Safety are obligatory and staff members must always attend such courses when requested. It is the manager’s responsibility to ensure that staff are kept up to date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil the setting’s legal responsibilities.

3: Staff Disciplinary & Grievance Procedures

Our setting will maintain a well-motivated, highly skilled and professional staff team; however, occasionally action will be taken to encourage improvement in individual behaviour and performance. The setting will provide a fair, transparent, effective and consistent method of dealing with grievances and disciplinary incidents. Our aim is always to support and encourage staff while promoting good employment relations.

Grievance Procedure

The grievance procedure is separate from the disciplinary procedure. The grievance procedure is designed to assist in resolving concerns, problems or complaints staff may have relating to their work, working conditions or relationships with colleagues. The setting aims to resolve most grievances informally as there is an open policy for communication and discussion. This enables problems and concerns to be raised and settled with line managers during the course of everyday activities.

In some cases, careful and thorough investigation is necessary if concerns are to be satisfactorily resolved. Such investigations may reveal matters requiring action under the disciplinary procedure, or that the grievance is not confined to one individual and it is one which other employees wish to pursue as a collective grievance under this procedure. In such cases, it is still necessary to ensure that grievances are resolved.

For this procedure to operate in practice it is important that all staff read the procedure thoroughly and understand its implications in order to use it effectively and fairly.

Procedure

The procedure for dealing with grievances is similar to that of disciplinary matters.

Each stage will be dealt with within ten working days of receipt of the written grievance. A written reply will be given at each stage. For stages 2 and 3 staff may be accompanied by a fellow employee, trade union or other representative.

Stage 1 If it is not possible to resolve a grievance informally, the member of staff should formally put the complaint in writing to the line manager stating the nature of the grievance.

Stage 2 The line manager or their immediate superior (if appropriate) will hold a meeting with the staff involved to discuss the matter and a written reply detailing the decision will be given to him/her/them, subject to normal availability, within ten working days of the meeting. The employee will have the right to appeal against the decision.

Stage 3 If the member of staff feels that the grievance has not been resolved satisfactorily, they may appeal within ten working days of receiving their decision in writing. They should inform their manager in writing of the reason for appeal. The appeal will be dealt with impartially and, if possible, by a manager who has not previously been involved in the case. Staff will then be invited to a second meeting to discuss the appeal. The final decision will be confirmed in writing to the staff concerned to be despatched within ten working days of the appeal meeting. This decision will be final.

Disciplinary Rules and Procedures

This procedure is designed to assist in resolving issues in relation to discipline and to clarify the rights and responsibilities of management, staff and their representatives. The disciplinary procedure will be used primarily to help and encourage staff to improve rather than imposing punishment and applies to all members of staff irrespective of their length of service or status.

This part of the procedure applies to circumstances where there has been failure to achieve the prescribed standards, such as unsatisfactory job performance, absence from work and behaviour towards other staff which is anti-social and likely to cause offence.

The setting has a duty to advise, counsel and train all staff and may give informal counselling for the purpose of improving conduct or performance when employees commit minor infringements of the established standards. These will be documented by the manager as a record of their discussion. However, if counselling proves unsuccessful, formal warnings will be given.

If it is considered that a member of staff's conduct has fallen below the standards required, the Person in Charge/manager will follow the five step process outlined below.

1. Establish the facts

The incident will be fully investigated and the facts established. Investigations will be non-discriminatory and apply equally to all staff irrespective of gender, marital status, sexual preference, race or disability. Investigations will be conducted by the Person in Charge/manager.

2. Put in writing

If it is decided that there is a disciplinary case, the relevant staff member will be notified with a written explanation of the conduct, and other circumstances that have led to the decision about taking disciplinary action. If it is necessary, the staff member may be suspended on full pay or reassigned to alternative duties.

3. Meet and discuss

The meeting will be held without delay whilst giving the staff reasonable time to prepare their case. Staff may be accompanied at the disciplinary meeting by a work colleague or trade union representative. The Person in Charge/manager will be accompanied by a member of their local authority, extended school team or independent advisor.

The manager will explain the complaint against the member of staff and present evidence. The staff will also be allowed to answer all allegations and present evidence.

4. Management decision

After hearing all the evidence, the manager will decide whether disciplinary or other action is required. For misconduct or unsatisfactory performance a first written warning may be given. If the staff member's first misconduct is sufficiently serious, the staff member may be given a final written warning. If the manager considers that the complaint is of a more serious nature, the meeting will be adjourned and the staff member may be suspended on full pay or reassigned to alternative duties, to enable further investigations. Suspensions will be as brief as possible and are not considered a disciplinary action.

5. Appeal

After the meeting the employee will be informed of the decision and if the member of staff feels that the disciplinary action taken against them is wrong, they may appeal in writing within ten working days. The appeal will be dealt with impartially and, if possible, the Person in Charge/manager, or a senior member of staff who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case. The staff will then be invited to a second meeting to discuss the appeal. The member of staff has the right to be accompanied at appeal hearings. The final decision will be confirmed in writing to the staff concerned to be despatched within ten working days of the appeal meeting.

Special cases

If a member of staff is charged or convicted with a criminal offence, this is not normally a reason for disciplinary action. The offence needs to be considered in terms of whether it affects the staff member's suitability to do the job or their relationship with colleagues and customers.

Gross Misconduct

In the case of some acts termed gross misconduct, staff will be dismissed for the first offence. In these cases, immediate suspension with pay followed by dismissal will normally result. However, a fair disciplinary process will be followed before dismissing for gross misconduct. The following are examples of serious offences, which are considered as gross misconduct:

- Theft
- Fraud or deliberate falsification of the setting's documents
- Being an unfit person under the terms of the Care Standards Act 2000 or the Childcare Act 2006

- Gross negligence that either causes or might cause injury, loss, or damage to persons or property
- Child abuse (for further details refer to the Safeguarding Children policy)
- Indecent conduct
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- A criminal offence outside employment which renders the employee unsuitable for work and which is unacceptable to other employees
- Inability to fulfil his/her duties because of intoxication by alcohol or drugs
- Failure to attend an interview arranged under the disciplinary procedure without reasonable explanation
- Physical violence towards a colleague, user of the provision or member of the public
- Deliberate damage or misuse to setting property
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy)
- Persistent bullying
- Racial or sexual harassment and breaches of the Equality & Diversity, and Race Relations legislation
- Any act of misconduct which is sufficiently serious to destroy the mutual trust and confidence between the setting and the employee concerned.

In the case of gross misconduct the police will be notified. If the police are involved in an investigation, then the suspension deadline will be extended.

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after a full investigation.

Allegations Against Staff

All staff are advised to minimise time spent alone with children and be aware of the potential risks in doing so (for further details refer to the Safeguarding Children policy).

If an allegation of abuse has been made against a member of staff, the manager will follow the procedures of the Safeguarding Children policy

If an allegation of abuse is made against the manager, then another designated member of staff will report the matter directly to the Person in Charge, local Social Services department and Ofsted.

Any member of staff who is dismissed on the grounds of safeguarding concerns or leaves under investigation for being unsuitable for work with children will be referred to the Disclosure and Barring Service.

Timescale for review

STAGE 1 – FIRST WRITTEN WARNING to remain on file for 12 months

STAGE 2 – FINAL WRITTEN WARNING to remain on file for 2 years

If a warning is given, it will include:

The level of improvement required

The date by which it is to be achieved
What will happen if the improvement is not achieved
How to appeal

Definitions

Harassment

It is a condition of service that employees do not harass colleagues or members of the public. Our setting recognises the problems of sexual and racial harassment and is committed to preventing them.

Harassment is considered to be gross misconduct and will be dealt with under the disciplinary procedure.

Harassment is defined as occasional or systematic expressions of discriminatory or oppressive attitudes which understandably cause offence or discomfort or which a person finds objectionable. This may occur on a person to person basis or as a result of the policies or attitudes of institutions or other bodies.

Sexual Harassment

Examples of sexual harassment may include unnecessary touching or unwanted physical contact, suggestive remarks or other verbal abuse, leering at a person's body, unwanted sexual advances, offering inducements for sexual favours, physical abuse or assault, or pornographic displays.

Racial Harassment

Examples of racial harassment may include offensive or unnecessary comments on colour, race, customs, dress, nationality, ethnic or national origin, religious beliefs, racial abuse or physical attack.

Because of the nature of harassment, the setting recognises that staff may find it easier to talk to a woman rather than a man, or a person of the same cultural background or with the same religious beliefs, about the problems they are experiencing.

Grievances under this clause will be handled with all possible speed, sensitivity and confidentiality. In settling the grievance, every effort will be made to discipline the harasser and any disciplinary proceedings will be dealt with under the procedures of grievance and discipline.

Note: The following sample letters can be found on the ACAS website in the 'Discipline and Grievances at Work – The ACAS Guide' pages 62-72 - see <http://www.acas.org.uk/CHttpHandler.ashx?id=1043>

Notice of disciplinary meeting

Notice of written warning or final written warning

Notice of appeal meeting against warning

Notice of result of appeal against warning

Letter to be sent by the employer to arrange a meeting where dismissal or action short of dismissal is being considered

Letter to be sent by the employer after the disciplinary meeting arranged in letter 5

Notice of appeal meeting against dismissal

Notice of result of appeal against dismissal

Letter of enquiry regarding likely cause of absence addressed to a worker's general practitioner

4: Students and Volunteers

We believe that a placement for a student or volunteer at our setting is a valuable opportunity to build experience while learning about working within a childcare setting. Equally, we appreciate the positive contribution that such committed and enthusiastic people can bring to our setting.

The manager is responsible for ensuring that all students and volunteers working at the setting are suitable and that they will not detrimentally affect the service provided for children and their parents/carers. The manager has overall responsibility for supervising and supporting students and volunteers while they are at the setting.

All students and volunteers must be 16 years old or over, submit two character referees, and have up to date enhanced DBS checks before they begin their placement at the setting.

The manager will enter into a formal written agreement with students and volunteers at the start of the placement. The manager will ensure they understand the term 'confidentiality' and the implications if confidentiality is breached. They will agree hours of work, dress code and expected behaviour within the setting. This agreement will also detail what the student or volunteer can expect from the setting. Students and volunteers must read, understand and sign the conditions of work before accepting or making a commitment to voluntary work.

The manager will ensure that students and volunteers undertake the full induction process given to permanent staff, as set out in the setting's 'Staffing' policy. This includes a detailed explanation of their role within the setting.

Students will be encouraged to discuss their individual learning needs with the manager and how they will be met when they start and at regular intervals during their placement.

Students who are required to conduct child studies beyond the setting's normal activities (i.e.: conducting a survey or a group-based activity) as part of their course will need to obtain appropriate written consent from the parents/carers of the children concerned.

New students and volunteers will be allocated a member of staff who will have day to day responsibility for them and their needs while at the setting.

Students and volunteers will be expected to adopt a professional manner at all times, and work within the setting's existing policies and procedures.

While on placement, students and volunteers will be allowed – and expected – to participate in all aspects of work at the setting, unless otherwise instructed by the manager. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

Regular supervision and appraisal sessions with the manager and the designated member of staff will be established as a means of monitoring progress.

Under 17s can also do work experience i.e. Duke of Edinburgh etc. as long as they are supervised at all times and supported as minors.

5: Mission Statement

This statement outlines the services that children, parents/carers and the community can expect from our setting, and the values that inform our work:

Our setting aims to:

Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.

Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.

Encourage children to have a positive attitude and respect for both themselves and other people.

Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.

Offer inclusive services that are accessible to all children in the community.

Undergo regular monitoring and evaluation of our services to ensure that the setting continues to meet the needs of children and parents/carers.

Our setting is committed to meeting the needs of parents and carers by:

Listening and responding to their views and concerns.

Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.

Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our setting is committed to providing:

Care and activities that put the needs and safety of children first.

A programme of activities that is interesting, educational, stimulating and fun.

Activities that promote each child's social, physical, moral and intellectual development.

Access to a variety of facilities and equipment under safe and supervised conditions.

A staff team that is experienced, well trained and properly supported.

Services that meet the conditions of the Childcare Act 2006 and all other relevant childcare legislation, wherever they apply.

An environment where no child is bullied or suffers discrimination in any form.

6: Settling In

All children are unique and the amount of time that a child takes to settle into our setting can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

The setting strongly encourages parents/carers to visit the premises with their children during the week before they are due to start. During this week, the setting requires that the parents/carers concerned both complete and return the Admission Form (See Appendix Four).

Children new to the setting will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the setting.

Depending on the age and maturity of the child, the parent/carer will stay with the child while the rules and routines are being explained. The parent/carer will have the option of being part of the induction process if they so wish.

Children will be informed about the setting's routines and programme of activities. They will be shown around the setting, told where they can and cannot go, and have both registration and signing out procedures made clear.

Ground rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety policy.

Parents/carers are offered the opportunity to stay with their child for a period of time during their first week.

On their first day, children will be introduced to the other children at the setting. The child will be allocated a 'buddy' who, under the supervision of a member of staff, will show them around the setting and introduce them to the other children. They will then be encouraged to get to know the other children and settle into the group.

In addition to a 'buddy', each child will be assigned a key person, who has special responsibilities to help the child settle in. The key person will help the child become familiar with the setting, feel confident, safe, and cared for.

All staff will supervise children new to the setting to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

Staff will ask on a regular basis how a child is feeling, what activities they enjoy and if they are unhappy about anything. At the end of the first, second and third weeks, the manager will find time to talk to the child about how they are settling in.

If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the setting. If parents/carers wish to meet with the manager, they should make an appointment to come in for a chat.

7: Arrivals and Departures

Our setting will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Admissions

It is the responsibility of the manager to ensure that an accurate record is kept of all children in the setting, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (for exemptions to this rule, see the Visits and Outings policy). This process will be supplemented by regular head counts during the day.

Records of daily registers should be kept for at least three years from the last entry. (Providers may be required to show these documents during the next Ofsted inspection.)

Arrivals

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form (See Appendix Three). Further details of this procedure are contained in the setting's Health, Illness and Emergency policy.

Departures

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must be one of those named on the Admissions Form (see Appendix Four). Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children.

Permission and arrangements for children leaving the setting alone at the end of a session will be a matter for discussion between the manager and parents/carers, based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving the setting alone must be submitted to the setting before such arrangements are able to commence. No child will be allowed to leave the setting unaccompanied*.

No adult other than those named on the Admissions Form will be allowed to leave the setting with a child. In the event that someone else should arrive without prior knowledge, the setting will telephone the parent/carer immediately.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival. If the designated adult is late in picking up their child without prior warning, the provisions of the Late Collection of Children policy will be activated.

Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

Absences

If a child is going to be absent from a session, parents must indicate this to the setting in advance.

If a child is absent without explanation for more than three days concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from the setting could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The setting and its staff will always try to discover the causes of prolonged and unexplained absences.

* Except where the childcare is open access childcare.

Escorting Children between School and the setting

Where children are escorted between school premises and the setting, the following procedures will be carried out:

The manager will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the Risk Assessment policy.

A contact within the school will be identified, with whom the manager will liaise.

A clear agreement will be reached between the setting and the school regarding when responsibility for children's safety is officially transferred.

The manager will ensure that an identical register of all children who require escorting between locations is kept by both the school and the setting and updated daily.

A regular meeting place for children will be established within both the school and the setting. If the meeting place is complex, children under eight should be escorted directly from and to classrooms and the setting's premises.

There will always be two staff members accompanying any such group including a member of staff at the front and one at the rear.

Staff will ensure that children are given instructions on road safety.

If a child is absent from the setting without prior warning, staff will check to see if they attended school that day – they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parents/carers.

Transport

Where possible, the setting will use a minibus when escorting children longer distances. When escorting children by minibus or other private vehicle, staff will ensure that the following rules are always adhered to:

In addition to the driver, there will always be at least one adult supervising at all times. This adult will be seated in the back of the vehicle and nearest to the door. All adults, who are involved in the transportation of children will have appropriate and up to date enhanced Disclosure and Barring Service checks.

Children should not sit at the front of a minibus.

The driver will have a valid Section 19 Small Bus Permit, suitable for driving a minibus and escorting children.

All vehicles are suitably insured and all children are wearing seat belts.

8: Care, Learning and Play

The programme of activities and the atmosphere of our setting aims to promote and encourage confidence, independence and enjoyment. Our primary goal is enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

The setting will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. Children are encouraged to be confident and independent, and every effort is made to develop their self-esteem and learning through play.

The programme of activities is developed following children's interests, to allow children to build on their natural curiosity, develop their language and mathematical thinking, use their imagination and develop positive social relationships. The setting recognises and takes into account the differing ages, interests, backgrounds and abilities of the children. At all times, the setting will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their setting. Such processes will be governed by the procedures set out in the Involving and Consulting Children policy.

Please Note: The Learning and Development, and assessment requirements set out in the EYFS Statutory Framework 2014 do not apply to Out of School settings

Staffing

Staffing arrangements will provide opportunities for:

- Reflection on practice.
- The realisation that working with children is a complex, challenging and demanding task and that often there are no easy answers.
- Learning as a shared process; children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.

Staff will display flexible styles of leadership and respond appropriately to children according to their age, understanding and needs.

Staff will support, recognise and promote achievements by all children.

The setting will provide children with age-appropriate equipment and resources appropriate to their interests, according to the provisions of the Equipment policy.

Children will be offered access to outdoor play every day, subject to weather conditions.

No child will ever be left unsupervised during activities at the setting.

The programme of activities will be displayed in a place that is accessible to all children and to their parents/carers, including start and finish times.

Outdoor play

Outdoor play opportunities are included in planning and offer opportunities for all areas of learning including imaginative play, construction, horticultural play, scientific and environmental and quiet play. Children can flow freely between indoors and outdoors, and are able to choose where they prefer to be.

We encourage children to take an active part and interest in their external surroundings by observing the seasons and growing cycle.

Outdoor play promotes:

Physical skills in gross motor movement

Opportunities for co-operation, language development and independence

Vital mathematical, scientific and creative exploration

All children will be given the opportunity to play outside in all weathers. Parents are asked to provide suitable outdoor wear.

When all the children are outside staff position themselves to ensure that all children are adequately supervised and supported, and learning opportunities extended.

A full range of experiences are provided outside to ensure that children are appropriately challenged

9: Involving and Consulting Children

Our setting, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the setting that affect them.

The setting believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the setting as a whole.

The setting's commitment to involving and consulting children stems from the 'Listening to children' provisions set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child. These state that:

- A child's opinion will be taken into account in anything that affects them.
- Children will have information disseminated in a way that enables them to make choices and decisions.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and the setting, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment, and activities and decisions over which children feel a sense of ownership.

The manager and staff will work with children to draw up a charter that will set out the expectations and responsibilities of the setting, the staff team and the children in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.

All children will be listened to and consulted actively. This will take a number of forms, including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expression and the use of visual aids.
- Via regular group-based discussions and Q and A sessions.
- Questionnaires and other regular feedback on activities.
- Notice boards that carry important information about activities at the setting.
- Regular children's meetings, between children and staff, discussing the setting's activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis will always be strongly in favour of involving children.

Aims

The setting will structure all planning to include children's views. This will include asking children what they think about:

- Food and drink
- Activities
- Budget decisions e.g. selecting new equipment
- Surroundings
- Safety

- Opportunities to make new friends
- Views of adults
- Reviews of their progress

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The setting and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

10: Physical Environment

Our setting is committed to providing children with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to children, their parents/carers and any other visitors.

The setting's premises are safe, secure and adequately spacious for its purpose. The environment and atmosphere of the setting is welcoming to children and offers access to the necessary facilities for a broad and varied programme of activities that promotes the children's development.

The setting is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities, including children with special educational needs and/or disabilities (for further details see the Equality & Diversity policy).

The setting's premises comply with all the requirements of the Disability Discrimination Act 2005 and 1995 and all other relevant regulations and guidance.

The manager is responsible for ensuring that the setting's premises are clean, well lit with daylight the main source of light, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out, in accordance with the Risk Assessment policy, to ensure that the facilities are maintained in a suitable state of repair and decoration.

During the opening hours, the premises are used by and solely available to the setting, its staff and the children, as far as this is possible.

The setting will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities, move with ease from one activity to another, and have equal opportunity to access all play opportunities and environments.

The setting also ensures that there is an area where staff may talk to parents/carers confidentially.

All children will have adequate space to play and interact freely. The setting meets the following indoor space requirements:*

- Children aged three to five years: min 2.3 m² per child

There is adequate space for storing the entire setting's equipment safely and securely.

Under normal circumstances, staff will ensure that there is one toilet and one wash basin with hot and cold water available for every 10 children, and, if possible, separate toilet facilities for adults.

No child will be left unsupervised in the kitchen area.

Members of staff will have access to a telephone on the setting's premises at all times.

* These calculations are based on the useable areas of the rooms used by the children, not including storage areas, toilets, cloakrooms, kitchen etc.

Outdoor Play

Any outdoor play will take place in safe, secure and well-supervised spaces. A thorough safety check and risk assessment will take place before any outdoor activities commence.

Outdoor play areas will be well maintained and free from holes, bumps or uneven surface areas. Ponds, drains, pools or any unnatural water will be made safe or inaccessible to children.

Any outside water features will be kept safe and inaccessible to unsupervised children. If children are involved in water sports, staff will ensure that a qualified lifeguard supervises them.

In the event of snow or ice on external walkways, staff will ensure that this is regularly cleared and kept safe.

Staff will make sure there is a regular supply of water available to children at all times, especially in hot conditions. In such circumstances, staff will also ensure that children are adequately protected from the sun, according to the provisions set out in the Health, Illness and Emergency policy.

11: Equipment

Our setting is committed to providing children with access to a wide range of equipment that stimulates enjoyment, learning and development, both indoors and outdoors.

All furniture, toys and equipment are of suitable design, kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations (1995) where applicable.

Equipment will be properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing), and that relevant staff are trained on the correct use of computers and other IT equipment.

Levels of staff supervision will be sufficient to ensure that the safety of children is assured, and set according to the type of equipment being used, along with the ages and number of children involved in a given activity.

All equipment and resources will be selected with care, and risk assessments carried out before new toys and equipment are purchased according to the principles of the Risk Assessment policy.

The setting has equipment and resources suitable for all children currently in attendance, including those with special educational needs, physical disabilities and for any child whose first language is not English.

Accessible storage is provided to promote independence and freedom of choice.

The setting's equipment and resources¹ reflects positive images with regard to culture, ethnicity, gender, and disability.

Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

The setting provides a wide selection of books that are regularly updated, as financial resources allow. The selection will always include reference books, dual language books and a range of age-appropriate formats. Staff are encouraged to select books that reflect a multicultural society, challenge stereotypes, and which meet the educational needs of the children.

Outside a setting's opening hours, all equipment will be kept in a suitable and secure location safe from unauthorised access or use. When discovered, defective or broken equipment will be taken out of use and stored in a safe place before being disposed of. Flammable equipment will be stored in a safe location away from sources of heat and/or naked flames.

There will be a named member of staff with responsibility for planning and reviewing the stock of equipment every three months, and annually updating the setting's Inventory Record. The Inventory Record must include all electrical items, all items valued at £50 or more and any item not otherwise included that is considered to be at high risk of theft.

The Inventory Record will be kept on the Setting's records, and be updated whenever a new item is added or when an old item is removed from use.

The manager, or designated member of staff, will keep a formal record of any item of equipment loaned to a member of staff, a voluntary organisation or a parent/carer to ensure that it is returned on time and in a good state.

¹ 'Equipment' refers to such things as books and toys while 'Resources' could include posters, audio/video equipment, pens and papers.

12: Health and Safety

Our setting takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

The setting aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the setting's activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1999 and their associated Approved Code of Practice (ACoP) and guidance (including hygiene requirements) will be complied with at all times. The manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

The steps below will be actioned as a matter of course:

- Create an environment that is safe and without risk to health.
- Prevent accidents and cases of work-related ill health.
- Use, maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.

Responsibilities of the Registered Person, the Manager and Staff

The identification, assessment and control of hazards within the setting is vital in reducing accidents and incidents. Both the manager and one other designated member of staff are responsible for assessing risks to health and safety arising out of the setting's activities and introducing suitable steps to eliminate or control any such risk identified.

It is vital to ensure that health and safety matters are taken seriously by all members of staff and other persons who are affected by the setting's activities. Staff who have been found to have blatantly disregarded safety instructions or recognised safe practices will be subject to the procedures laid out in the Staff Disciplinary & Grievance Procedures policy.

The **Registered Person** holds ultimate responsibility and liability for ensuring that the setting operates in a safe and hazard free manner. The Registered Person – along with the manager – is responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

The Registered Person will ensure that a clearly defined procedure for emergency evacuation of the premises is in place and adequate arrangements exist for the following:

- Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions.
- Providing adequate resources, including financial, as is necessary to meet the setting's health and safety responsibilities.
- Providing adequate health and safety training for all staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate).
- Reviewing all reported accidents, incidents and dangerous occurrences, and the setting's response, to enable corrective measures to be implemented.
- Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the setting have appropriate and up to date enhanced Disclosure and Barring Service checks.

The **manager** is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The manager is required to report any matter of concern regarding the Health and Safety policy to the Registered Person.

The manager will ensure that:

- An additional designated member of staff is made jointly responsible with them for the health and safety and risk assessment provisions at the setting, as set out in this and other policies.
- Regular safety inspections are carried out and the reports accurately logged.
- Any action required as a result of a health and safety inspection is taken as rapidly as possible.
- Information received on health and safety matters is distributed to the Registered Person and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.
- Staff are adequately trained to fulfil their role within the Health and Safety policy.

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times. As such, they are required to:

- Have regard for the Health and Safety policy and their responsibilities under it.
- Have regard for any health and safety guidance issued by the manager or the designated member of staff, and act upon it whenever appropriate.
- Take reasonable care for their own health and safety as well as of other persons who may be affected by their acts or omissions at work.
- Take all reasonable care to see that the equipment and premises that are used by children, and the activities that are carried out at the setting, are safe.
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to, injury or damage, and assist in the investigation of any such events.
- Undergo relevant health and safety training when instructed to do so by the manager.

Communication

All staff are made aware of communication channels within the setting for health and safety. The Manager will ensure that all health and safety guidance and advice is kept together in the safety file in a place that is easily accessible to all staff. All such advice is communicated to staff where relevant and incorporated into the setting procedures.

Risk Assessments

The Manager will ensure that risk assessments as required under the Management of Health and Safety at Work Regulations and the Fire Precautions (Workplace) Regulations are carried out daily for the setting's activities and operations and for setting related issues. The assessments will be used to identify health and safety hazards and ensure that where they cannot be eliminated the associated risks are reduced or otherwise adequately controlled.

Testing

The Fire Alarm will be tested weekly, using a different call point each time in rotation, and the findings recorded in the Fire Log.

(NAME) Setting

Health and Safety Policy and Arrangements

Signed by (NAME) Setting Health and Safety Officer:

.....
.....
.....

Date of signing.....

Date to be reviewed.....

Signed (When reviewed)

Date of Signing.....

Date for next review.....

Signed (When reviewed)

Date of Signing.....

Date for next review.....

Please continue on separate sheet. A copy of the above can be used for further review purposes.

Insurance

The Children Act 2006 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on the setting. Therefore, the setting has insurance cover appropriate to its duties under this legislation, including Employers' Liability Insurance. Responsibility will, in most cases, rest with the setting, but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work. If the setting is held responsible for any incident that may occur, Public Liability Insurance will cover compensation.

Liability

Under provisions contained in the Occupiers Liability Act 1957, the setting has a duty to ensure that both children and any visitors are kept reasonably safe. The parties named in the wording of the premises contract are responsible for this duty.

The setting's full responsibilities and procedures in respect of Health and Safety are contained in this policy, alongside the relevant sections of the following policies:

- Staffing
- Physical Environment
- Equipment
- Risk Assessment
- Site Security
- Fire Safety
- Visits and Outings
- Health, Illness and Emergency
- Hygiene
- Managing Behaviour
- Child Protection
- Documentation and Information

13: Risk Assessment

We understand the importance of ensuring that systems are in place for checking that our setting is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, the setting is required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

Risk assessment of the premises and equipment will be conducted at least once a year or immediately where the need arises.

The manager is responsible for making sure that risk assessments are completed, logged (keep a written record of what has been identified for checks, how often it needs checking; and when and by whom it was checked) and effectively monitored. Reviews are conducted regularly or when there is any change to equipment or resources, any change to the setting's premises, or when particular needs of a child or other visitor necessitate.

The manager is further responsible for conducting any necessary reviews or making changes to the setting's policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out daily and recorded in writing. This will, ordinarily, be carried out by a designated member of staff on arrival at the setting and will be completed before any children arrive.

A thorough risk assessment is carried out for visits and outings and a record is kept (refer to Visits & Outings policy).

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

- The setting's environment, both indoors and outdoors
- All surfaces, both indoors and outdoors
- All equipment used by children or staff

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. They will then notify the manager and ensure that a record is made in the Incident Record Book.

The manager is then responsible for ensuring that any necessary action is taken.

Recording Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences will be recorded in either the Incident Record Book or the Accident Record Book on the same day as the event took place.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- The action taken and by whom.

- The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by the parents/carers of the child or children involved. Staff should inform the parents/carers of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity.

14: Site Security

Our setting is committed to providing care and learning for children in a safe and secure environment. All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children at the setting.

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving the setting's premises during the session. These messages will be reinforced by both the setting and its staff.

Safety and security procedures will be regularly reviewed by the manager in consultation with staff and parents/carers.

The manager will notify OFSTED of any change that will affect the space and level of care available to children.

The manager will also inform OFSTED of any significant changes or events relating to the premises, for example, structural changes, removing fences or adding a pond.

Staff and any other authorised persons who are regular visitors to the setting will be issued either an identity badge or clearly identifiable clothing, which they are expected to wear at all times while on the setting's premises.

Supervision

Children will be supervised at all times during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions set out in the Staffing policy.

The manager will ensure that no one enters the premises without the knowledge of a member of staff. Individual members of staff will be given the responsibility for observing and supervising the main entrance and exit points at the beginning and end of the session.

Visitors

Visitors are welcome. It is our duty to safeguard and promote the safety of the children in our care. The setting has a Visitors Book which is kept close to the main entrance in which visitors must sign on arrival, also including the following information:

- Their name.
- The date and time of their arrival.
- The reason for their visit.
- Their expected departure time.

Visitors to the setting will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the setting's premises. If the visitor has no suitable reason to be on the setting's premises, then they will be asked politely to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

A record will be made of any such incidents in the Incident Record Book, and the manager will be immediately notified.

15: Fire Safety

Our setting understands the importance of vigilance regarding fire safety hazards. The setting has notices explaining the fire procedures positioned next to every fire exit. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.

The setting will take steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency. There is an emergency evacuation procedure. There are appropriate fire detection and control equipment (for example, fire alarms, smoke detectors and fire extinguishers) which are in working order.

The Registered Person will ensure there is in place a clearly defined procedure for the emergency evacuation of the premises in the case of a fire.

All staff understand their roles and responsibilities in the event of a fire and are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.

The setting has appropriate fire detection and control equipment (for example, fire alarms, smoke detectors and fire extinguishers).

Staff are all trained in using basic fire-fighting equipment. Particular attention is paid to distinguishing between the various types of fire extinguishers and their methods of operation.

Children will be made aware of the fire safety procedures during their settling in period and on regular occasion from then on. All children will be made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked, are not obstructed at any times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance.

The manager will appoint a designated Fire Safety Officer who will be responsible for arranging fire drills and tests. Fire drills will take place periodically and staff will be informed of when these will occur.

All fire drills, fire incidents and equipment checks will be recorded in the Incident Record book.

Certification from the Fire Service is no longer relevant. The responsible person must carry out a fire safety risk assessment and implement and maintain a fire management plan.

Fire Prevention

The setting will take all steps possible to prevent fires occurring. Checklists are in place to ensure all fire exits are kept clear and unlocked. All staff are required to participate in fire safety training and are aware of all fire procedures.

As such, the manager and the staff team are responsible for:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the setting's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

The manager will explain fire safety procedures to new staff, students and volunteers as part of the induction process.

Risk Assessments

The Manager will ensure that risk assessments as required under the Management of Health and Safety at Work Regulations and the Fire Precautions (Workplace) Regulations are carried out daily for the setting's activities and operations and for setting related issues. The assessments will be used to identify health and safety hazards and ensure that where they cannot be eliminated the associated risks are reduced or otherwise adequately controlled.

Fire Procedures

Procedures in the event of fire will be prepared and circulated to all staff. Fire risk assessment is a requirement under the Fire Precautions (Workplace) Regulations 1999. Notices giving instructions in the event of fire are displayed by all Fire Alarm Call Points and in each room. The main fire evacuation route is indicated using red spots.

Fire Drills

A fire drill will be held at least every two months and relevant details recorded in the Fire Log.

- The designated Fire Officer is responsible for arranging fire drills and tests
- Fire drill will take place at least every two months at a time notified in advance to staff
- Once a year a fire drill will take place without warning
- The fire alarms will be tested weekly, from a different fire point each week.
- Fire extinguishers and fire alarm systems are tested by a properly authorised firm in accordance with statutory requirements
- Fire exits are clearly identifiable and will not be obstructed; all fire exits will be checked daily

Near each fire exit there is a notice explaining the fire procedures

In the event of a fire

A member of staff will raise the alarm immediately and the emergency services will be called at the earliest possible opportunity.

All children will immediately be escorted out of the building and to the assembly point using the nearest marked exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

The entire premises will be checked by the Fire Safety Officer and the register will be collected, providing that this does not put anyone at risk. On exiting the building, the Fire Safety Officer will close all accessible doors and windows to prevent the spread of fire.

The register will be taken and all children and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately. If for any reason the register is not to hand, the manager should access the emergency contacts list that is kept off the premises (for further details see the Documentation and Information policy).

If for any reason the designated fire safety officer is absent at the time of an incident, the manager will assume responsibility or nominate a replacement member of staff.

16: Visits and Outings

Our setting believes that visits and outings play an important and enriching role in the programme of activities that we provide for children. However, during such events, the safety of children remains paramount.

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.

The manager will ensure that a thorough risk assessment has been carried out prior to the proposed visit or outing, according to the provisions set out in the Risk Assessment policy. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the manager will write to the venue requesting all relevant information and a risk assessment statement where available.

It is the manager's responsibility to give permission for the outing to take place, having first checked all arrangements and completed a formal risk assessment.

The setting will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

Staff will be sensitive to children's religion/beliefs in selecting places to visit.

Children will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

Parental Consent

No less than two weeks before a proposed visit or outing, the setting will send a letter and the Visits and Outings Form (see Appendix One) to parents/carers giving them detailed information about the proposed event. This will include a full programme of activities, any costs involved, an outline of any journey involved and the mode of transport being used as well as approximate arrival and departure times.

Parental consent is needed for all off-site visits and outings. The manager will take a photocopy of the signed Visits and Outings Forms on the trip while the original will be stored in the setting's records.

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. No child who does not have a signed consent form will be allowed to participate.

During visits and outings

On visits or outings, the staff to child ratio will be 1:8, unless all children are over 10 in which case it can be 1:10; subject to the nature of the activity and the risk assessment.

- Children will remain under close supervision at all times.
- When children are on outings, there will always be at least one member of staff who has a current paediatric first aid certificate.
- The manager will ensure that a full First Aid kit is on hand, in compliance with the relevant provisions of the Health, Illness and Emergency policy.
- Two designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings. These numbers will also be left at the setting in case of an emergency.
- A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.

- A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff left on duty at the setting's premises (if staff numbers allow for such a provision).
- If the transport being used breaks down the manager needs to be notified immediately. The children's safety and security are the prime considerations at all times.
- If a coach or minibus is used it must have appropriate seatbelts/harnesses. Staff or private cars may not be used unless insured for that purpose.
- Records will be kept about vehicles in which children are transported, including insurance details and a list of named drivers. Drivers using their own transport will have adequate insurance cover.

Lost child – outings

- 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 present will be informed and an immediate thorough search of the area will be made, ensuring that all other children remain supervised throughout
- If appropriate, on-site security will also be informed and a description of the child/children given
- In the event of a child not being found, the designated person in charge will immediately inform the police
- The designated person in charge will then inform the setting who will contact the child's parents/carers giving details of what has happened
- Staff from the setting will be sent to assist the safe return of the other children
- At least one member of staff will remain at the scene whilst others return to the setting with the children. This member of staff will continue searching for the child/children
- The remaining member of staff will meet the police and parents/carers when they arrive at a designated point
- The registered person will inform Ofsted of any serious incidents.

17: Accidents, Illness and Emergency

Our setting is committed to the health and safety of all children and staff who play, learn and work here. It will sometimes be necessary to administer prescribed medication such as antibiotics for long term illness e.g. asthma or sickle cell anaemia. In such cases, the provisions of the Medicines policy will be implemented.

The manager will ensure there is a first aid box accessible at all times with appropriate content for use with children.

The setting will administer non-prescribed medication for pain and/or fever relief if there is written permission from parent/carers. If a child has been sick, or had diarrhoea, the setting will request that parents keep them at home for 48 hours after their last bout. If a child has a raised temperature, the setting will also request that parents take the child home or seek medical treatment.

Administering Medication Form and Medication Record Book will be kept up-to-date and parents are informed on the same day, each time a medicine is administered.

In circumstances where the designated First-Aider is absent, the manager will assume all responsibilities, or nominate an appropriately trained replacement.

The manager will notify Ofsted (and local child protection agencies if necessary) of any incident of food poisoning, serious illness, injury or accident as soon as possible, and at least within 14 days.

The setting will inform parents and/or carers of any accident or injury obtained by the child on the same day of any first aid treatment being given, or as soon as reasonably possible.

Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the setting, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

Staff may only administer medication to the child if it is prescribed by a GP, and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form (see Appendix Three).

Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The setting is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training, until such training can be arranged.

The procedure for administering medication at the setting is as follows:

Medication will never be given without the prior written request of the parent/carer and a written and signed instruction from the child's GP, including frequency, dosage, any potential side effects and any other pertinent information (see Administering Medication Form - Appendix Three).

Where the administration of prescription medicine requires technical/medical knowledge, individual training will be provided for staff from a qualified health professional. The training will be specific to the individual child.

Staff must be familiar with the administration of relevant medication (e.g. Nebulisers and inhalers for asthma, Epipens etc). Parents/carers will be asked to show staff how to use them and so reduce the stress to adult and child.

The staff will also be responsible for ensuring that:

- Prior consent is arranged.
- All necessary details are recorded.
- That the medication is clearly labelled with the child's name, date and expiry date and safely stored in their original containers during the session.
- Before any medicine is given, the child's name and dosage on the container must be checked by another member of staff, as well as the date.
- Another member of staff acts as a witness to ensure that the correct dosage is given.
- The time the medicine should be given must be checked and logged in the medicine book.
- The medicine book must be completed and then signed by both members of staff as soon as the medicine has been administered.
- The parent/carer must sign and date the Medication Record Book upon collection of the child to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record Book.

Staff will not administer 'over the counter' medication, only that prescribed by the child's GP.

Where children carry their own medication (asthma pumps or insulin for example), the setting recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Full details of all medication administered at the setting, along with all Administering Medication Forms, will be recorded and stored in the Medication Record Book.

Medicines must be stored out of the child's reach, in a separate container in the fridge.

The medicine should be administered to the child in such a way that affords them privacy. The child should be in a settled and relaxed frame of mind whilst the medicine is being administered.

All medicine must be handed over to the parent/carer to take home at the end of each day.

Sun Protection

The manager and staff understand the dangers posed to children and themselves by overexposure to the sun.

In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection will also be kept on the premises. Children will also be encouraged to wear a hat when playing outside in the sun.

When necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the parent/carer on the Admissions Form (see Appendix Four).

In hot weather, staff will encourage children to drink water frequently. Staff will also ensure that shady areas out of the sun are always available to children when playing outside.

Staff are made aware that ultraviolet rays can still be harmful on breezy or cloudy days and the above precautions need to be taken.

18: Hygiene

Our setting recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to children, staff and other visitors.

The manager and staff are committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

Personal Hygiene

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink.
- Washing hands after using the toilet.
- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while at the premises.
- Keeping long hair tied back.
- Taking any other steps that are likely to minimise the spread of infections.

Hygiene in the setting

The manager and all staff will be vigilant to any potential threats to good hygiene in the setting. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, the manager will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children. Staff will also be vigilant to any sharp objects, such as glass, which may be on the premises.

Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

First Aid and Hygiene

Further to the provisions set out in the Health, Illness and Emergency policy, the designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children. As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

Kitchen Hygiene

All areas where food and drink are stored, prepared and eaten are prone to the spread of infections. Therefore, staff must be particularly careful to observe high standards of hygiene in such instances. To this end the following steps will be taken:

- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned.
- Kitchen equipment will be thoroughly cleaned after every use.

- Staff and children will wash and dry their hands thoroughly before coming into contact with food.
- If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.

Additionally, staff will be aware of the provisions set out in the Food and Drink policy when handling, preparing, cooking and serving food or drink at the setting.

Animals

No animal will be allowed on the premises without the prior knowledge and permission of the manager. Children are strongly discouraged from bringing pets or other animals to the setting, and parents/carers are asked to help enforce this rule. If for any reason an animal does come onto the premises, the manager will be immediately informed.

19: Infectious and Communicable Diseases

Our setting is committed to the health and safety of all children and staff who play, learn and work here. As such, the setting will take necessary steps to prevent the spread of infection. It will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In such cases, the provisions of the Accident, Illness and Emergency policy will be implemented.

In accordance with the procedures set out in the Accident, Illness and Emergency policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside setting hours, they should notify the setting as soon as possible. The minimum exclusion periods outlined in the table below will then come into operation.

If any infectious or communicable disease is detected on the setting's premises, the setting will inform parents/carers personally in writing as soon as possible. The setting is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any notifiable diseases discovered on the setting's premises [see table below].

Head lice

When a case of head lice is discovered at the setting, the situation will be handled carefully and safely. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the setting.

When the child concerned is collected, their parent/carer will be informed in a sensitive manner.

Other parents/carers will be informed as quickly as possible in writing, including advice and guidance on treating head lice.

Staff will check themselves regularly for lice and treat whenever necessary.

Minimum Exclusion Periods for Illness and Disease

DISEASE	PERIOD OF EXCLUSION
Antibiotics prescribed	First 24 hours
Chicken Pox	[5]7 days from when the rash first appeared
Conjunctivitis	24 hours or until the eyes have stopped 'weeping'
Diarrhoea	[48] 24 hours
Diphtheria	[exclude] Notifiable disease, local HPU will advise
Gastro-enteritis, food poisoning,	48 hours from last episode of vomiting/diarrhoea
Dysentery	24 hours or until advised by the doctor/local HPU
Glandular Fever	None
Hand, Foot and Mouth disease	None – contact local HPU re exclusion if large no. of children affected
Hepatitis A	7 days from onset of jaundice & when recovered [Notifiable disease]
Hepatitis B	None [Notifiable disease]
High temperature	24 hours

Impetigo	Until the skin has healed [or 48 hours after commencing antibiotics]
Measles	4 days from when the rash first appeared [Notifiable disease]
Meningitis	Until certified well [Notifiable disease]
Mumps	7 days minimum or until the swelling has subsided [Notifiable disease]
Pediculosis (lice)	None
Pertussis (Whooping cough) Notifiable disease]	21 days from the onset [or 5 days from commencing antibiotics –
Plantar warts	Should be treated and covered
Poliomyelitis	Until certified well
Ringworm of scalp	Until cured
Ringworm of the body	– exclusion not generally required
Rubella (German Measles)	6 days from onset of rash [Notifiable disease]
Scabies	Until treatment has been given
Scarlet fever	24 hours after commencing antibiotics [Notifiable disease]
Tonsillitis	None
Tuberculosis	Always consult HPU [Notifiable disease]
Typhoid fever	Until declared free from infection by a doctor [Notifiable disease]
Warts (including Verrucae)	Exclusion not necessary. Sufferer should keep feet covered.

This list is not necessarily exhaustive, and staff are encouraged to contact local health services if they are in any doubt.

20: Smoking, Alcohol and Drugs

Our setting strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at any time. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.

All staff will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children. All children will be made aware of the rules during their settling in period. Any contravention of the provisions of this policy will be dealt with under the setting's Staff Disciplinary & Grievance Procedures and Behaviour Management policies.

Drugs

Staff, students, volunteers or children who arrive at the setting clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of illegal drugs on the premises, their parent/carer will be informed at the end of the session. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed medication that may affect their ability to function effectively at work, the manager must be informed as early as possible and staff should seek medical advice. The setting will ensure that staff only work directly with children if medical advice confirms that the medication is unlikely to impair the staff member's ability to look after children properly. Staff medication on the property will be securely stored, and out of reach of children at all times.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the manager and the designated Safeguarding Children Officer, according to the provisions of the Safeguarding Children policy.

In such circumstances, the Manager and the Safeguarding Children Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs.

Where an illegal act is suspected to have taken place, the police will be called.

Alcohol

Staff, students, volunteers or children who arrive at the setting clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their parent/carer will be informed at the end of the session. Staff are strongly advised not to bring alcohol onto the setting's premises.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the manager and the designated Safeguarding Children Officer, according to the provisions of the Safeguarding Children policy.

The manager and the Safeguarding Children Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit.

Where an illegal act is suspected to have taken place, the police will be called.

Smoking

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors.

If a child is found in possession of cigarettes on the premises, they will be confiscated and their parent/carer informed at the end of the session.

21: Food and Drink

Our setting is committed to providing healthy, nutritious, balanced and tasty food and drinks for children during our sessions. The manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

Before a child is admitted to the setting the setting obtains information about the child's dietary requirements, preferences and food allergies that the child has and any special health requirements. The setting records and act on information from parents and carers about a child's dietary needs.

As part of a child's settling in period, the setting requires that the parents and carers complete the Admissions Form, including information about any special dietary requirements or allergies the child suffers from, along with their food and drink preferences. The manager and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences.

The manager and staff are mindful of their responsibilities and obligations under the Food Safety Act 1990. The setting is registered with the local authority to provide food. All staff who either handle or prepare food have up to date Food Handling Certificates and are fully trained in food storage, preparation, cooking and food safety.

Ingredients and Preparation

When preparing food and drink, staff will be mindful of the provisions of the Hygiene policy so as to ensure that the safety of staff and children is paramount. In addition to these provisions, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

We make sure that food provided for children agrees with the most recent nutritional guidelines. It is not enough to assume that food provided is 'healthy' – we make sure that children are getting the essential nutrients they need to grow, and none of the excesses in salt, saturated fat and sugar.

We want to make sure the best ingredients are used. We use delicious foodstuffs that are fresh, locally sourced, and seasonal.

Staff are trained to understand the specific dietary requirements of children at different ages, and to help children learn about what is best for them.

Healthy Eating

The setting recognises the importance of healthy eating and a balanced and nutritious diet. Because of this, the setting will endeavour to make a variety of foods available including; meat, vegetarian and vegan options, plenty of fruit and low fat and low sugary food. Sandwiches can be made with either brown or white bread, depending on a child's preference.

Each child's dietary requirements are ascertained before the child starts attending the setting. If the child has specific dietary requirements these are discussed with the parents/carers and the manager and menus prepared accordingly for the child. Any specific allergies or requirements will be displayed on a list on the staff notice board. It is the key person's responsibility to ensure these lists are kept up-to-date. Food served does not contain nuts, to protect children who may be allergic to nuts.

The setting will not provide sweets for children and will avoid excessive amounts of fatty or sugary foods. The setting will provide a choice of non-sugary drinks and make sure that fresh drinking water is available at all times.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

Mealtimes

The setting realises that mealtimes should be a happy, social occasion for both children and staff, and we aim to make sure that children's knowledge, experience and relationships with food are always positive.

Care is taken to ensure that food is well presented, is varied, and features different colours and textures to appeal to children and expand their palates. We want mealtimes to be fun, and provide bright tablecloths, use real crockery with older children and allow more time for eating. This helps to mark the occasion as different from other uses of the table, and to make the experience a happy one. Children and adults wash their hands before eating and then sit together in small groups.

Everything needed for the meal is within reach of staff so that movement of staff is kept to a minimum during the meal. Staff will where possible eat with their key children, to set a good example, and for their own enjoyment.

Older children are encouraged to help lay the table, and take turns to be waiters and waitresses for the day, and bowls of food should be put on the tables so that the older children can help themselves; this all helps to develop hand to eye co-ordination and encourages independence and helps children to make decisions regarding quantities.

Learning with food

Food can be the basis of so many fun activities in settings, not just cooking. At our setting we have many food centred activities, which are a good way of introducing children to new types of food before they are presented to them. Food plays a part in counting and maths, science, dance, art and many more activities.

Children are educated about healthy eating, and children love to learn about the origins of the food that they eat. Children gain a sense of nature and learn about where food comes from; learning that food is grown in the ground rather than simply bought in plastic packets from the supermarket.

Cultural and Religious Diversity

The setting and its staff are committed to embracing the cultural and religious diversity of the families who use our services. The manager and staff will work with parents/carers to ensure that any particular dietary requirements are met.

The setting is also keen to help introduce children to different religious and cultural festivals and events through different types of food/drink sessions.

Parental Involvement and Feedback

At our setting we realise that parental and family involvement is key to making sure that children have healthy and happy lifestyles. We display menus, and listen to parent's views regarding menus. The setting actively welcomes parents' feedback as they are intricately involved in the eating lives of their children.

Guidelines for Mealtimes

- Individual dietary requirements are respected
- Staff set an example of good table manners
- Cultural differences in eating habits are respected
- Children will be encouraged to say 'Please' and 'Thank you' and to sit at the table
- Quiet conversation is encouraged
- Any child who does not want to eat will have their food removed without any fuss
- Children who are not on special diets will be encouraged to try new foods but should never be forced to eat them. New foods can be introduced regularly and it is anticipated that children will become accustomed to the new foods over a period of time
- Staff set a good example by eating the same food as the children
- Children who are slow eaters will be given time and not rushed
- The quantity offered will take into account the age of the children
- Drinks are offered with the meal and the children should be allowed to choose when they want them
- Children will be encouraged to use a range of eating utensils
- Children will not be forced to eat meals or finish everything on their plate
- Children should not have to finish everything on their plate in order to be offered more food
- Children will be encouraged and allowed to decide for themselves whether they want to eat all their dinner or not, as well as if they want dessert or not
- Children will be encouraged, where reasonably possible, to wait until everybody has finished their first course before starting on their dessert
- Menus will be displayed in the setting for parents/carers to see
- No child is ever forced to eat food they do not want
- Equally, food will never be withheld as a punishment or offered as a reward
- Parents/carers are encouraged to breast feed at the Setting, or to bring in breast milk
- Food served does not contain nuts, to protect children who may be allergic to nuts.
- Staff do not have hot drinks when children are present, to avoid the risk of scalding children
- Those responsible for the preparation and handling of food are fully aware of, and comply with, regulations relating to food safety and hygiene and hold a current Food Handling Hygiene Certificate
- Parents/carers may celebrate children's birthdays by bringing in fruit and non-food items such as balloons, badges, etc. Children will be encouraged to make their own food on occasions
- The Statutory Framework for the Early Years Foundation Stage requires providers to notify Ofsted of any food poisoning affecting two or more children looked after on the premises

22: Equality and Diversity

Our setting is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment free from discrimination for everyone in our community. Our setting actively promotes equality of opportunity, tolerance, fairness and anti-discriminatory practice towards all children, families, members of staff, students and volunteers.

We fully and wholeheartedly adhere to both the spirit and detail of the Equality Act 2010, the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity.

The setting accepts its duty to try to eliminate discrimination and to promote equality of opportunity and good race relations. All staff and children at the setting are entitled to an environment free from harassment and discrimination, as outlined in the Equality and Diversity policy.

The setting is open to children of all cultures, religions, linguistic backgrounds and abilities. All children are treated as individuals with equal concern, in order that they should feel equally valued regardless of their sex, disability, religion, nationality, ethnic or national origins. Any publicity will state our commitment to Equal Opportunities and promote positive images of those groups in the community who suffer discrimination. All staff work to encourage each child's self-esteem and respect for others by promoting the positive values of diverse cultural identities through anti-racist activities and resources.

Our setting is aware that some children have disabilities/additional needs and are proactive in ensuring that appropriate action can be taken when such a child is identified or admitted to the provision. We are committed to taking appropriate action to make sure that all children are able to access our services, made to feel welcome, and that our activities promote their welfare and development in partnership with parents/carers and other relevant parties.

The setting is committed to the integration of all children with disabilities/additional needs and comply with the current Code of Practice on Special Educational Needs, the Special Educational Needs and Disability Act 2001, and the Disability Discrimination Act.

The setting also believes that children with disabilities/additional needs have a right to play, learn and be able to develop to their full potential alongside other children.

The setting will do all it can to ensure children with disabilities/additional needs have access to the same facilities, activities and play opportunities as their peers. Everybody stands to gain if all children are allowed to share the same opportunities and are helped to overcome any disadvantages that they may face.

The setting's equal opportunities procedures aim to help everyone involved in the setting to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

The setting will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability towards staff, parents/carers, children and visitors.

Complaints and challenges regarding our anti bias practice will be seen as a positive part of the settings development towards being an equal opportunity setting.

We recognise that the active involvement of parents/carers in the development and monitoring of our Equality & Diversity policy is vital to its success as set out in the Partnership with Parents/Carers policy. As such, the setting will both welcome and encourage parents and carers to get involved in the running and management of the setting, and to comment on the effectiveness of its policies and procedures.

The setting will facilitate regular opportunities for consultation with parents/carers about the service that the setting provides, as a means of monitoring the effectiveness of the Equality and Diversity policy.

Policy Objectives:

To ensure that all children attending the setting have equal access to activities that will support and extend their knowledge and experiences in all areas of learning and development

To identify children with disabilities/additional needs as early as possible through continuous observation and assessment.

To ensure that any child with a disability/additional need has access to all areas of the Early Years Foundation Stage offer

To keep parents/carers informed and encourage them to work in partnership with the setting

Equal Opportunities Procedures

To realise the setting's objective of creating an environment free from discrimination and welcoming to all, the setting will:

- Ensure that all children, including those with learning difficulties and disabilities, will be included and supported – with reasonable adjustments made for them.
- Ensure each child, parent and staff member knows that they are valued, and that their background (culture and religion) is understood, respected and reflected.
- Ensure that its services are open and available to all parents/carers and children in the local community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the setting's services.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the setting's programme of activities.
- Promote the positive values of diverse cultural identities through anti-racist activities and resources.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Encourage positive role models displayed through toys, imaginative play, resources and materials that promote non stereotyped images. Books will also be selected that promote and encourage such images.
- Encourage all children to access all areas of learning and participate in all activities; activities are planned to reflect the interests of the range of children.
- Ensure that the setting's recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavour to recruit a staff team that reflects the make-up of the setting's local community.
- Ensure that all members of staff, children and their parents/carers are aware of, and understand, the policies and ethos Equality and Diversity policy as it relates to all aspects of its work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes, and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary & Grievance Procedures and the Behaviour Management.
- Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the Staff Disciplinary & Grievance Procedures policy.

- Work to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.
- We will ensure that our childcare practice is regularly reviewed in order to remove those practices which discriminate unfairly on the grounds of gender, culture, religion or sexuality.
- Ensure that policies and procedures for consultation and participation are in place and understood.
- Ensure the services offered will support opportunities for staff to recognise discrimination, seek to address areas of inequality, promote understanding and awareness.

This setting has a Special Educational Needs Co-ordinator (NAME) and an Equality Named Co-ordinator (ENCO) (NAME), who will help to promote, co-ordinate and monitor equality of opportunity for children and families accessing the setting.

The manager will also be responsible for ensuring that the Equality and Diversity policy is implemented and that its effectiveness is regularly monitored. They will be responsible for ensuring that:

- Staff receive appropriate training.
- The Equality and Diversity policy is consistent with current legislation and guidance.

All the setting's policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in any way against its commitment to equal opportunities.

Identification of Children with Disabilities/Additional Needs and Support

The manager will appoint a member of staff as the Special Educational Needs and Disability Co-ordinator to manage provision for children with disabilities/additional needs. This individual will be fully trained and experienced in the care and assessment of such children.

All staff are responsible for identifying children's needs and supporting their learning. Any concerns will be discussed with the SENCO in consultation with the parent/carers.

All members of staff will also be expected to assist the Special Educational Needs and Disability Co-ordinator in caring for children with disabilities/additional needs.

Staff will work together with parents/carers as partners to give day to day care for the child. Parents/carers will be given support by the staff team. Parents/carers are consulted on a continuous basis and information exchanged regarding their child's progress.

All children will be treated as equals and are encouraged to participate in every aspect of the setting.

Children with disabilities/additional needs are fully considered when activities are being planned and prepared.

All children will be involved in the daily activities e.g.: outdoor play.

When outings are being planned, children with disabilities/additional needs will always be accommodated and included following a risk assessment.

Wherever possible we will promote positive images of those with disabilities/additional needs.

The setting will ensure that all staff are aware of all legislation, regulations and other guidance on working with children with disabilities/additional needs.

The setting will liaise with other agencies and seek advice, support and training for themselves and other staff as is necessary.

The setting will support other members of staff to become more skilled and experienced in the care of children with disabilities/additional needs.

The setting will ensure that systems are in place to adequately plan, implement, monitor, review and evaluate the Equality and Diversity policy.

Preventing Racial Harassment and Discrimination

Proactive steps can be taken to prevent racial harassment and discrimination, and the setting believes that this is more effective than tackling a situation once it has already occurred. Therefore, alongside the procedures outlined later in this policy to deal with incidents of racial harassment and discrimination, the setting will:

- Ensure that all children are valued, irrespective of their race, colour, nationality or ethnicity.
- Encourage individuals to treat each other with respect, regardless of their race, colour, nationality or ethnicity.
- Acknowledge the existence of racism in society and take steps to promote harmonious race relations in our community.
- Promote good relations between different ethnic groups and cultures within the setting and in the wider community.
- Ensure that different cultural and religious needs are met, understood and communicated to all individuals involved in the setting.

Examples of Racial Harassment and Discrimination

Racial harassment and discrimination can manifest itself in a variety of ways, some overt and others much less so. Some examples of unacceptable behaviour include:

- The use of patronising words or actions towards an individual for racial reasons, including name calling, insults and racial jokes.
- Threats made against a person or group of people because of their race, colour, nationality or ethnicity.
- Racist graffiti or any other written insults or the distribution of racist literature.
- Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.

All staff and children will be encouraged to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to the manager or another responsible person.

The setting as an Employer

As an employer, the setting is committed to ensuring that the workforce reflects the multicultural community that it serves. To this end, the setting will:

- Advertise job vacancies in a variety of media sources and outlets and in a variety of places.
- Ensure that the setting's human resource procedures prohibit racial discrimination and harassment, and investigate any concerns when this is suspected of failing.
- Investigate any allegation of racial discrimination or harassment according to the provisions of the Staff Disciplinary Procedures, Equality and Diversity and Behaviour Management policies.
- Collect and monitor information about the ethnic background of the staff team and children.

Addressing Racial Harassment and Discrimination

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at the setting, they will be encouraged to report the incident to the manager or other senior member of staff.

Any allegation made against a member of staff or a child will be investigated thoroughly. The individual concerned will be told that such behaviour will not be tolerated at the setting, and that steps will be taken to ensure that it does not happen again.

Each incident will be fully investigated and details will be recorded in a separate section of the Incident Record Book.

In the case of **children**, incidents will be reported to their parent/carer and a course of action agreed upon to resolve the situation, in accordance with the provisions of the Behaviour Management policy; however, if a solution cannot be found, then the setting may have to inform the child – and their parent/carer – that they are no longer able to attend sessions at the setting, in accordance with the Suspensions and Exclusions policy.

In the case of **staff**, provisions within the Staff Disciplinary & Grievance Procedures policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.

The manager is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential, with initials being used in the place of names in the Incident Record book. In cases where the manager is involved in an allegation, the Registered Person will handle the incident, or nominate a senior member of staff in their place.

In all cases, continued racial harassment or discrimination from any individual will result in exclusion from the setting, where all other efforts have failed to provide a satisfactory resolution.

Legislation / guidance that informs this policy

Equality Act 2010

Single Public Sector Equality Duty

The Equality Act 2010 harmonised nine major pieces of equality legislation and around 100 statutory instruments that have been introduced over the past 40 years including:

The Sex Discrimination Act 1976

The Race Relations Act 1968

The Children's Act 1989, 2004

The Disability Discrimination Act 1995, 2005

UN Convention on the Rights of the Child 1998

Race Relations Amendment Act 2000

The Special Educational Needs and Disability Discrimination Act 2001

The Childcare Act 2006

23: Encouraging Good Behaviour

Our setting recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. The attitude and behaviour of all those who work or have contact with children in the setting will be characterised by warmth, respect and encouragement towards each child and their parents/carers.

The aims of our Behaviour Management policy are to:

- Help children develop a sense of caring and respect for one another.
- Encourage co-operative relationships with other children and adults and to also encourage respect for each other.
- Encourage the development of social skills and help children learn what constitutes acceptable behaviour.
- Help children develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Staff encourage good behaviour consistently and positively, setting limits for children and supporting other team members by:

- Reinforcing 'good behaviour' by noticing and praising it
- Promoting positive behaviour in all children
- Challenging any unacceptable behaviour
- Use distraction techniques to defuse a potentially explosive situation between children to ensure their safety
- If necessary, discussing a child's behaviour with their parent/carer to ascertain if there any underlying issues we may have missed

Behaviour Management Strategies

The setting, the manager and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Behaviour management in the setting will be structured around the following principles:

The Manager:

Acts to ensure the safety and welfare of the children in the setting

Allocates a member of staff to be with any child whose behaviour is giving cause for concern

Discusses with parent of the child whose behaviour is giving cause for concern and offers support to agree an action plan

- Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in the setting. These will be periodically reviewed so that new children have a say in how the rules of the setting operate.
- There is a named staff member who is responsible for behaviour management issues, who supports staff and accesses training and specialist advice if needed.
- The setting's 'ground rules' will apply equally to all children and staff.
- Positive behaviour will be reinforced with praise and encouragement.

- Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Staff are strictly forbidden to administer physical punishment of any sort, such as smacking, slapping, dragging or shaking a child.
- Depriving a child of refreshment or forcing a child to consume refreshment, teasing, humiliating, scape-goating, frightening or isolating a child (e.g. by 'Time Out') is also strictly forbidden.
- We have a policy of no shouting and of treating each child with fairness and respect.
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour as well as enable them to have their say and be helped to think through the causes and effects of their actions.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Children who experience bullying, racism or other unacceptable behaviour will be supported to speak out.
- Activities will be varied, well planned and structured, so that children are not easily bored or distracted.
- Adults within the setting are also expected to treat children and each other with respect, and follow the behaviour policy.
- If a staff member commits any act of violence, abuse or any of the above on a child they will be dismissed.

Dealing with Negative Behaviour

Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.

Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour. Staff will always communicate in a clear, calm and positive manner.

'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

'Disruptive' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

The Use of Physical Interventions

The safety of other children must not be put at risk. Therefore, staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others, or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, intervening by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told or when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

Where a member of staff has had to intervene physically to restrain a child, the manager will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

If a staff member commits any act of violence or abuse towards a child at the setting, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary & Grievance Procedures Policy.

24: Anti-Bullying

Our setting is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying in any form is unacceptable in our setting, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in the setting including staff, children and parent/carers, will be made aware of the setting's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

The setting defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Psychological: Behaviour likely to instil a sense of fear or anxiety in another person.

Preventing Bullying Behaviour

The manager and the staff will make every effort to create a tolerant and caring environment in the setting, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the setting recognises this fact. In the event of such incidents, the following principles will govern the setting's response:

- All incidents of bullying will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the manager if they witness an incident of bullying involving children or adults at the setting.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell the staff member.
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Encouraging Good Behaviour policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.

- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the manager and will be recorded in the Incident Record Book. In the light of reported incidents, the manager and other relevant staff will review the setting's procedures in respect of bullying.

25: Suspensions and Exclusions

Our setting is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the setting. Such procedures are outlined in the Encouraging Good Behaviour policy.

There are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the setting, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoiding repeat incidents.

Details of all warnings, suspensions and exclusions will be recorded and kept on the setting's records. Each warning should be discussed with the child concerned and their parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, the setting has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the setting with immediate effect. In such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child, even if the child normally signs themselves out. Immediately suspended children will not be allowed to leave the premises until a parent/carer arrives to collect them.

After an immediate suspension has taken place, the manager will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to the setting.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Wherever possible, the setting will give parents/carers time to make alternative arrangements for childcare during a period of suspension.

Staff should always keep parents/carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from the setting without prior discussion with the manager. Staff will consult the manager as early as possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion.

When a suspension is over and before a child is allowed to return to the setting, there will be a discussion between staff and the child and their parent/carer explaining the conditions of their return.

Right to Appeal

If the parent/carer of staff feels that the disciplinary action taken against them is wrong, they may appeal in writing within ten working days. The appeal will be dealt with impartially and, if possible, the Person in Charge/manager, or a senior member of staff who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case. The parent/carer will then be invited to a second meeting to discuss the appeal. The parent/carer has the right to be accompanied at appeal hearings. The final decision will be confirmed in writing to the parent/carer concerned and despatched within ten working days of the appeal meeting.

26: Partnership with Parents and Carers

Our setting recognises that parents/carers play the fundamental role in a child's development. The setting therefore encourages and facilitates the true involvement of parents/carers in every aspect – from planning and design to ongoing development and organic growth.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating learning experiences for their children and ensure that parents/carers have the opportunity to participate as partners in the care and education of their children.

The setting aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued at all times.
- Ensuring that parents/carers are welcome to visit at any time.
- Ensuring that staff consult with parents/carers when planning and implementing policies.
- Offering parents/carers opportunities to contribute to and participate in children's learning journey, planning, festivals and all events.
- Creating opportunities that will encourage parents/carers to work with their children alongside staff – this also involves sensitive observational assessment – based on the EYFS principles.
- Ensuring that parents/carers have the opportunity to review their child's progress on a regular basis with the key person and have access to their child's records unless it is subject to investigation by the police or other statutory agencies.
- Providing parents with regular information about activities undertaken by the children, for example, through wall displays and other examples of work.
- Ensuring that parents/carers are informed of the setting's policies, procedures, guidelines and expectations. Refer to Appendix 5 and 6.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Compliments and Complaints policy.
- Encouraging parents/carers to undertake supportive roles in the setting, such as volunteering or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of the setting, including becoming involved in its management committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the setting. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the setting, such as alterations to the opening times or fee levels.
- Compliments and Complaints policy will be displayed at all times.

A pledge to parents/carers outlining what they can expect from the setting will be given to every parent/carer when their child starts at the setting. A copy will also be posted up on the setting's premises.

In case of an emergency, parents/carers are asked to contact the setting on the emergency contact provided.

27: Late Collection of Children

Our setting has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

It is the responsibility of all parents/carers to ensure that their child is collected at the agreed time by an authorised person over 16 years of age (parent, carer or designated adult), in accordance with the Arrivals and Departures policy.

If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a child is not collected at the agreed time, staff will try to contact the parent/carers by telephone to find out why they are late. If unsuccessful, the emergency contact will be telephoned and asked to collect.
- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the manager will be informed.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, as a very last resort, the manager will call the local social services department for advice after 8pm – i.e. 2 hours after setting closes.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of the setting's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- The child will remain in the care of the setting until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- A late book is kept at the setting and action will be taken if a child is not collected and no prior arrangement has been made.
- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the setting.

Social Care Out of Hours contact no:

Local Police Station (service desk):

Collection of child

The setting holds a list of people who are authorised to collect each child. Under no circumstances can children leave the premises with any other person unless prior arrangements have been made and the manager has knowledge of this. This can be either through photographs of intended people to collect child or the use of a password.

28: Lost Child

Our setting has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions or outings.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy) and on outings.

Lost child – from setting premises

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

- All staff present will be informed and an immediate thorough search of the setting will be made followed by a search of the surrounding area. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- A staff member will notify the person in charge, whilst other staff continue searching
- The person in charge will carry out a second search of the area
- If the child has still not been accounted for, the person in charge will contact the police
- The person in charge will also contact the parents/carers of the missing child
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the setting.
- The manager will be responsible for meeting the police and the missing child's parent/carer. The manager will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the setting's Site Security and Risk Assessment policies).
- Any incidents must be recorded in writing in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

Lost child – outings

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 present will be informed and an immediate thorough search of the area will be made, ensuring that all other children remain supervised throughout
- If appropriate, on-site security will also be informed and a description of the child/children given
- In the event of a child not being found, the designated person in charge will immediately inform the police
- The designated person in charge will then inform the setting who will contact the child's parents/carers giving details of what has happened
- Staff from the setting will be sent to assist the safe return of the other children if necessary

- At least one member of staff will remain at the scene whilst others return to the setting with the children. This member of staff will continue searching for the child/children
- The remaining member of staff will meet the police and parents/carers when they arrive at a designated point
- The registered person will inform Ofsted of any serious incidents.

29: Compliments and Complaints

Our setting 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 go according to plan. In such circumstances, we want to know so that we can put them 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.

If you have a complaint, the setting is committed to:

- Listen and learn
- Put things right
- Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Stage One

If a parent/carer has a complaint about some aspect of the setting's activity, about the service the setting provides, or about the conduct of a member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned. As outlined in the Partnership with Parents/Carers policy, the setting is committed to open and regular dialogue with parents/carers and the setting welcomes all comments on its services, regardless of whether they are positive or negative.

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.

Stage 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 manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The setting will acknowledge receipt of the complaint within (3) three working days and will give you a response to your complaint within ten (10) working days. We shall explain what we are doing to resolve the issues you have raised if it will take longer than the 10 days to do this.

The manager will be responsible for sending a full and formal response of the outcome of the investigation to the complaint – within 20 days of having received the complaint.

The formal response to the complaint 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 an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the setting's policies or procedures emerging from the investigation.

The manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the setting's response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

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 passed to the Registered Person who will adjudicate the case.

If the Manager and the Registered person are the same person, parents/carers may have right of appeal to the Head of the School or setting's Head Office, where relevant.

Records of all complaints and their outcome will be retained for a period of at least 3 years from when the record was made.

Parents will be allowed access to all written records about their children on request (except in exceptional cases).

The setting will also supply a copy of the most recent Ofsted report to parents/carers of children attending.

The setting always welcome suggestions, feedback, and compliments too. A suggestion box is available, and regular questionnaires will be sent out.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Parents/carers have the right to make a complaint to OFSTED. This can be done by ringing Tel: 0300 123 1231 or writing to: OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD.

30: Safeguarding Children

Our setting believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

The setting will appoint a member of staff as the Safeguarding Officer. This Officer will have suitable experience, training and expertise, and will be responsible for liaising with social services, Local Safeguarding Children Board (LSCB) and Ofsted in any child protection matter. If the designated person is unavailable, the Person in Charge must be contacted.

The setting's child protection procedures comply with all relevant legislation:

- The Children Act 1989
- The Children Act 2004
- Disability Discrimination Act 1995
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 1998
- Safeguarding Vulnerable Groups Act 2006
- UN Convention on the Rights of the Child
- Protection of Freedoms Act 2012

The setting's procedures also comply with other guidance (for example, 'Working Together to Safeguard Children) or advice from the Local Safeguarding Children Board (LSCB) formerly known as the Area Child Protection Committees (ACPC).

The setting is committed to reviewing its Safeguarding Children policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. All staff are required to have child protection training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect.

Physical Abuse: This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.

Sexual Abuse: This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

Emotional abuse: Varying degrees of emotional abuse is present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

Neglect: Neglect is the persistent failure to meet a child's basic physical, emotional or psychological needs, such as is likely to have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm or ill health. Neglect can also manifest itself in a failure to meet the basic emotional needs of child.

Safe Caring

All staff understand the setting's child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid instances when members of staff, students, volunteers or parents are left alone with a child other than their own, for their own protection and that of children and young people. There will be 2 adults at all times with children. In an extreme case or emergency where a member of staff is alone with a child, the door of the room should be kept open and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.
- All allegations made by a child against a member of staff will be fully and accurately recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

Dealing with Allegations

The setting is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. On discovering an allegation of abuse, the Safeguarding Officer will immediately refer the case to the Local Authority Designated Officer (LADO). In addition, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will immediately report this to the manager and the Safeguarding Officer. This includes any allegation about a staff member.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written factual records of all reported incidents will be produced and kept confidential, (in a sealed envelope, locked in a filing cabinet) dated and signed. Accurate information recorded will include:
 - Full details of the alleged incident
 - Details of all the parties involved
 - Any evidence or explanations offered by interested parties
 - Relevant dates, times and locations and any supporting information or evidence from members of staff.
- The setting will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The manager and the Safeguarding Officer will be responsible for ensuring that written records are dated, signed and kept confidential.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.
- Any children involved in alleged incidents will be comforted and reassured.
- If an allegation of abuse is made against the manager or the Safeguarding Officer, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.

- Staff are immediately suspended pending further investigation following statutory procedures and an internal investigation will run parallel with an investigation.
- Any member of staff who is dismissed or leaves under investigation for being unsuitable for work with children will be referred to the Disclosure and Barring Service.

In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

1. Listen fully to all the child has to say.
2. Make no observable judgement.
3. Ask open questions that encourage the child to speak in their own words.
4. Ensure the child is safe, comfortable and not left alone.
5. Make no promises that cannot be kept, such as promising not to tell anybody what they are being told.

Where possible, the setting will always respect the wishes of children and young people who do not consent to share confidential information. However, the lack of consent can be overridden in the child's interests, or if the facts of the case are in the public interest.

The setting will always consider the safety and welfare of a child or young person when making decisions to share information about them. Where there is concern that the child is suffering or at risk of suffering significant harm, the child's safety and welfare must be the overriding factor.

Staff will be made aware of the Department of Health's booklet 'What to do if You're Worried A Child Is Being Abused?', and DfE guidance on 'Working together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children' DfE 2013.

Referring Allegations to Child Protection Agencies

If the manager or the Safeguarding Officer has reasonable grounds for believing that a child has been – or is in grave danger of being – subject to abuse, the following procedure will be activated:

- Immediate contact will be made with the Local Authority Designated Officer (LADO) and, in emergencies, the police.
- The manager or the Safeguarding Officer will communicate as much information about the allegation and related incidents as is consistent with advice given by the LADO and the police.
- At all times, the safety, protection and interests of children concerned will take precedence. The manager and staff will work with and support parents/carers as far as they are legally able.
- The setting will assist the LADO and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- Ofsted and the Local Authority Designated Officer will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.
- Any member of staff who is dismissed (or resigns) will be reported to the Disclosure and Barring Service.

Staff Support and Training

The setting is committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to staff. Therefore, the setting will ensure that:

- All staff, students and volunteers are carefully recruited, have verified references and have full and up to date Disclosure and Barring Service checks.

- All staff and volunteers are given a copy of the Safeguarding policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff have up to date knowledge of safeguarding issues.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- The setting will share information about safeguarding and good practice with children, parents/carers and staff.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect to the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the manager immediately. The setting will share the concerns with the relevant agencies and involve parents/carers and children appropriately.
- The setting will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- All staff have a good understanding of the complaints policy.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary & Grievance Procedures policy.

31: Documentation and Information

The setting recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and to promote the welfare, care and learning of children in accordance with the law.

The setting is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the setting. Information on the Act can be found at <http://www.ico.gov.uk/>.

This policy aims to minimise the risk of inappropriate use and distribution of personal data relating to those children, parents and families that use the setting.

The setting is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the setting holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

Records are shared with the child's parents/carers, and always available for inspection by OFSTED.

All accident, RIDDOR and child protection records are kept and archived.

The setting's certificate of registration or any notice of suspension of registration will be displayed on the premises at all times.

Definitions

The following definitions will be used:

Personal data:

General Information relating to Parents / Carers and Children that access services at our setting. Personal data is information which relates to living individuals and by which that individual can be identified.

Personal information, for the purpose of this policy also includes photographic images (see below).

Sensitive information:

Some information initially collected may include sensitive personal data. Information that is collected and used by Childcare Provisions that falls into this category includes:

- Ethnic origin
- Employment status
- Details of any special health issues (including special educational needs or physical disability statement)
- Appropriate records of children's progress and achievements
- Any other information relating to the child, deemed by staff or parents / carers, to be relevant and significant

Staff & Childcare Information

Details relating to employees are also kept on record, in addition to up to date records of all the staff and volunteers who work at the setting, including their name, their position and Disclosure and Barring Service check.

Other information (such as Personal Development Plans for staff), accrued during their time spent working at the setting, will also be stored in accordance with this policy.

Additionally, the following records and information will be stored and maintained by the setting:

- An accurate daily staff, students and volunteers attendance registers and visitors logs;

- Records of the activities planned and implemented, including any off-site visits and outings;
- A record of the risk assessments on buildings, sessions, activities and visits clearly stating, when they were carried out, by whom, date of review, and any action following;
- Inventory Records of all equipment owned or used by the provision including safety checks and repairs carried out;
- Completed Accident and Incident forms

Data & Image Management & Processing

In the spirit of the Information Commissioner's Office's principle of 'Fair Processing' and under Schedule 2 of The Act, we only collect personal information for which there is a legitimate use and do not use the information in any way that has unjustifiable adverse effects upon the individuals concerned or use the data in any way that is unlawful.

We expect all of our staff to be open and honest about the intended use of the information we collect and handle the information in ways that they would reasonably expect.

Data Cleansing:

The manager has overall responsibility for the maintenance and updating of children's records and ensuring that these are accurate.

Retention period:

All required records relating to individual children are maintained and retained for three years after children last attended the setting. This does not apply to the retention of photographic images, which should be kept for no longer than 12 months (see 'Photographs and Digital Photographic Images' below).

Record Keeping

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth
- Gender
- School attended
- Ethnic origin*
- Religion
- Languages spoken
- Home address and telephone number(s)
- Parents' and carers' names and addresses
- Parents' or carers' place of work and contact number(s)
- Name of parent the child normally lives with
- Any other emergency contact names and numbers
- Family doctor's name, address and telephone number
- Health visitor's name, address and telephone number (if applicable)
- Details of any special health issues (including a special educational needs or physical disability statement)
- Details of any special dietary requirements, allergies, and food and drink preferences
- Record of immunisation
- Appropriate records of the child's progress and achievements
- Names of people authorised by parents/carers to collect the child, along with recent photographs
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant

* This data can be collected on a voluntary basis. The ethnicity of a child should only be recorded if parents have given ethnicity.

Other records kept

- A record of any other individuals who reside at, or regularly visit/spend time at the setting, including their contact details.
- The daily attendance registers, as set out in the Arrivals and Departures policy.
- An up to date waiting list with details of all children waiting for a place at the setting, as set out in the
- Documentation and Information policy.
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Accident, Illness and Emergency policy).
- Records of any medication administered to any child, including dates, circumstances and who administered it - this includes self-administered medication.
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Accident, Illness and Emergency policy).
- An Inventory Record of all equipment owned or used by the setting, including safety checks and repairs carried out (in accordance with the Equipment policy).
- Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire.

Data & Image Security:

Information and records held on children will be kept in a secure locked location. Restricted documents must not be taken from the setting without agreement for transport and storage. They must not be left unattended in cars or opened on public transport.

All paper based files containing personal and or sensitive information that have exceeded their retention period should be shredded on site.

All electronic personal and / or sensitive information including still and moving images will be held on a password protected computer. When not in use, the computer must be stored in a safe or locked cabinet or cupboard. The computer must not leave the setting's premises. Images will be stored directly on the computer and immediately deleted from the device that captured or recorded them originally.

Still and Moving Images

Still and moving images (i.e. photographs and video footage) within the setting will only be taken by the setting's staff and only following written parental consent for the child/ren being photographed. It is likely that there will be occasions during a child's time at the setting when staff may wish to photograph or video children as part of an observation or to record an achievement to show their parent / carer.

The setting will not use the personal details or full name (first name and/or surname) of any child in a photographic image on its website or in any other printed material without consent. Generally, images of children will not have an accompanying name in the text or caption; if a name is used in the text, the setting will not use an image of that individual unless specific permission has been granted. No images of children will be released to press or media contacts without the relevant written parental consent.

No photographs of children will be released to press or media contacts or used in any of the setting's marketing, externally or internally, without the formal consent, in writing, from the parent or carer of the child/ren being photographed.

All written consents relating to the use of photographic images of children will be filed at the setting for the life of the image or images to which it relates.

Photographic Displays:

The setting will not use the personal details or full name (first name and/or surname) of any child in an image on its display, website or in any other printed material without having gained the consent, in writing, from the parent or carer of the child(ren).

Where the images are used in mounted displays, either at the setting or elsewhere, reference to the written consent to display the image(s) must be clearly indicated on the reverse of the image.

Notification of Changes

The setting recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed of any changes to the running or management of the setting that will directly affect them.

Wherever possible, if changes are to be made, affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, the setting will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for the setting to inform Ofsted at the earliest possible opportunity – within 14 days after the change occurs:

- Any significant change to the premises.
- Change of premises address where childcare is provided.
- Change in the type of childcare, for example, from after school setting to childminding.
- Any change of the registered person's name, address or telephone number.
- Any change in registered person and person in day to day charge.
- Any proposal to change the hours during which childcare is provided.
- Any changes that will affect the suitability of the registered person or anyone who cares for children on the premises. For example, committing an offence that would result in disqualification.
- Any incident of food poisoning affecting two or more children in the care of the childcare setting.
- Any serious accident or injury to, or death of any child receiving childcare.
- Any serious accident or injury to, or death of any person on the childcare premises.
- Any allegation of serious harm or abuse of any child committed by a member of staff (whether the offence is committed on or offsite).
- Any allegation of serious harm or abuse of any child occurring on the premises and committed by any person (whether they are children, staff, parents or visitors).
- Any significant change to the operational plan of the setting.
- Any other significant events.

Confidentiality

Confidential information and records about children and staff will be held securely and only accessible to those who have a right or professional need to see them. The setting recognises the right of users to have information about them held in private and secure files. Parents/carers/children will have access to their own files at all times

The manager, staff, volunteers and any other individual associated with the running or management of the setting will respect confidentiality by:

- Not discussing confidential matters about children with other parents/carers.
- Not discussing confidential matters about parents/carers with children or other parents/carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding Children/Child Protection policy will override confidentiality on a 'need to know' basis.

Parents/carers/carers/staff have the right to trust that information given to the setting is given in confidence and will be used only for the purposes for which it was given and will not be released without their consent.

Staff confidentiality:

Personal information about members of staff must be regarded as confidential at all times. This includes information such as:

- Staff sickness
- HIV or related illness status
- Current or previous disciplinary procedures
- Employment references
- Personal living arrangements such as family life and sexuality
- Address and home telephone number
- Any other information that has been given in confidence

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary & Grievance Procedures policy.

Other legislation informing this policy:

The Children Act 1989
 The Children Act 2000
 Local Government Act 2000
 Crime and Disorder Act 1998
 Freedom of Information Act 2000

32: Photography, Mobile Phones and iPads

Our setting takes the safety and privacy of children and young people extremely seriously as a matter of both legal and moral importance. This policy aims to minimise the risk of inappropriate use of photos of children. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

In accordance with our duties under The Data Protection Act 1998, the setting strictly prohibits the use of any photographic equipment (cameras, camcorders, mobile phones or any other medium used to take still or moving images) by staff, parents or visitors on its premises without the consent of the manager and, as a photo of a child is personal data according to the Data Protection Act, formal written parental consent.

It is likely that there will be occasions during a child's time at the setting when the setting may wish to photograph or video children to record an achievement to show their parent/carer. Staff are strictly prohibited from using mobile phones and cameras at any time during work (onsite or during trips/outings) without the prior consent of the manager and child's parents.

The setting will not use the personal details or full name (first name and/or surname) of any child in a photographic image on its website or in any other printed material without consent. Generally, photos of children will not have an accompanying name in the text or a photo caption; if a name is used in the text, the setting will not use a photograph of that individual unless specific permission has been granted. No photographs of children will be released to press or media contacts without the relevant written parental consent.

If permission is granted for parents to take photographs onsite or during trips/outings, parents must only take images (still or moving) of their own children and may not take images of other children unless they have permission from those parents.

Parents, staff or visitors who suspect anyone of taking images of children without consent must report the incident to the manager immediately.

One of the key ways that staff support children's development and engage parents in children's learning is through photographs that record their activities and achievements. Still and moving images (i.e. photographs and video footage) of children will only be taken by staff using only the setting's photographic equipment and only following formal written parental/carer consent. This policy also applies to outings and trips.

Should the setting have need to take and use photos of children for marketing/information purposes such as in the prospectus or on the website, every attempt will be made to be representative of the group – for example, including where relevant images of children from different ethnic backgrounds and positive images of children with disabilities. Wherever possible, the setting will use alternatives, for example, children's drawings instead of photographs of children.

Staff are strictly prohibited from using personal electronic devices for the purpose of capturing still or moving images, at any time during work hours (both onsite or during trips/outings).

Procedures

Staff who work with children must not use personal mobile phones, cameras, iPads, camcorders and any other equipment that would enable them to take photos of children. All photographic equipment belonging to staff will be kept in an area designated by the setting's manager.

All personal mobile phones and cameras belonging to staff will be kept in an area designated by the setting's manager.

Staff may use work mobile phones at appropriate times and these should be stored securely.

Mobile phone calls may only be taken within staff breaks with the consent of the manager.

If a personal emergency should occur, staff must only use the setting's phone or make a personal call from their mobile phone in an area designated by the manager.

The same policy applies to parents/carers and visitors; if calls must be taken, parents/carers and visitors must return calls away from children who are not their own.

During outings staff will only have access to the setting's mobile phone.

Parents, staff or visitors who suspect anyone of taking images of children without consent must report the incident immediately to the manager or in their absence a member of staff.

All staff should read this policy in conjunction with the setting's 'Photography & Mobile Phones' policy and 'Social Media' policy.

33: Social Media

Our setting takes the safety and privacy of children and young people extremely seriously as a matter of both legal and moral importance.

Social media include the various types of websites that enable people to interact online: multi-media, social networking sites like Facebook, blogs, wikis, podcast, forums, micro blogging and contact communities for example, YouTube - this is by no means an exhaustive list. This policy is in addition to and complements our policies regarding the use of technology, computers, e-mail, photographic equipment and the internet.

The setting strictly prohibits all staff from publishing or commenting via any form of social media during work hours or from using work facilities, or in any way that suggests they are doing so in connection with the Out of School setting.

In accordance with our duties under The Data Protection Act 1998, the setting strictly prohibits all staff from disclosing any information regarding children or staff (written or pictorial), and other confidential information regarding the setting, even in private messages between other members of staff.

If a staff member is required to be engaged in work related social media, the staff member must obtain the permission of the person in charge.

Staff may not use the out of school setting's name for social media identities, login IDs and user names without prior approval from the person in charge. The setting's logo and trademark must not appear on internet posting unless staff are speaking on the setting's behalf and clear permission is granted.

Where staff are allowed to identify themselves as employees of the setting, there is responsibility for representing the setting in a professional manner. Staff are also expected to mention that the opinions and views expressed are solely those of the author and do not necessarily represent the views of the setting management or staff, as everything that is posted reflects on the setting and its image.

Staff must always exercise good judgement and common sense regardless of whether online comments relate to their job.

All staff must respect copyright, privacy, fair use and other applicable laws including the out of school setting own copyright and brands

Staff must not post comments that can be interpreted as:

- Personal attacks
- Defamation
- Bullying and harassment
- Spam
- Offensive comment
- Illegal activities

Any misuse of social networking sites that has a negative impact on the setting may be regarded as a disciplinary offence. Instances where the setting is brought into disrepute may constitute misconduct or gross misconduct and disciplinary action will be applied. Please refer to the Staff Disciplinary & Grievance Procedures.

This policy may be read in conjunction with the setting's photography and mobile phones policy, bullying and harassment policy.

What is published will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

34: Admissions and Fees

Our setting welcomes all children and parents, including those with disabilities. Our setting is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

Admissions

When a parent/carer contacts the setting enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

Places are open to everyone and allocated according to the following criteria:

- 'Children in public care' for whom the setting is the most appropriate local setting
- Children with disabilities/additional needs or serious medical condition with supported medical information from their GP or hospital
- Families who live, work or study within close proximity

If a suitable place is available, the parent/carer and, where possible, the child will be invited to visit the setting and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admissions Form (see Appendix Four) to confirm their child's place.

Parents/carers will also be encouraged to complete and sign the Emergency Medical Treatment Form (see Appendix Two).

Once the admission is secure, the manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the setting. At this stage, the provisions of the Settling In policy will come into operation.

Waiting List

- To ensure that admissions to the setting are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:
- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the setting's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to the setting in writing. The details of this request will be placed on the waiting list in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. The setting will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the setting.
- When a vacancy at the setting becomes available, the manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Fees

The setting understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the setting, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of the setting's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- Payment of fees should be made weekly or monthly, on an agreed day prior to the start of the week or month in question. Individual payment arrangements will be negotiated between the manager and parents/carers.
- The setting will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the manager at the earliest possible opportunity.
- If the fees are not paid on time, the setting will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the setting being forfeited.
- If fees are paid persistently late or not at all with no explanation, the setting will be forced to terminate that child's place. Under exceptional circumstances, the manager may agree to allow the child to continue attending the setting for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the setting.

35: Snow & Ice

Our setting is committed to providing uninterrupted care throughout the year and has the highest regard for the safety of the children in our care. This is a matter of both legal and moral importance; therefore we aim to provide this service in all weather conditions including periods when there may be snow and ice. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

The safety of staff and children is the priority of the setting as snow and ice presents health and safety risks. Due to the high risk for slips, trips and falls, the setting advises staff and children to:

- Walk, do not run
- Wear footwear with a non slip sole, for example, wellington boots
- Try where possible to leave hands free to aid balance and or to minimise the effects of a fall

During the months of November to April the manager will:

- Maintain a rolling 5-day weather forecast
- Check and maintain stock levels of salt regularly and ensure that the salt stock levels are adequate for the weather conditions

In the event of snow and/or freezing conditions:

- The setting will **not** normally close
- All staff should attempt to get to work if it is possible and safe to do so
- Paths, entrances to buildings, steps and exits will be cleared and/or salted daily before the children arrive and depart

Despite the high level of safety measures in place, in exceptional severe weather conditions (heavy snow or freezing conditions that result in a lack of safe travel), the setting will contact all parents with information regarding setting closure.

Parents will be kept informed as to when the setting reopens.

37: Transportation

Our setting believes that providing safe and effective transportation for children and families is paramount. The setting carefully plans all transportation requirements and is proactive in ensuring protective measures are in place.

The setting will regularly update staff, drivers, and parents about the Transportation policy. In all circumstances, the appropriate adult: child ratio will be adhered to. The ratio for the youngest child will be maintained.

Types of Transport

1. Walking Bus

Where children are accompanied between school premises and the setting, the following procedures will be carried out:

- A contact within the school will be identified, with whom the manager will liaise.
- A clear agreement will be reached between the setting and the school regarding when responsibility for children's safety is officially transferred.
- The manager will ensure that an identical register of all children who require assistance between locations is kept by both the school and the setting and updated daily.
- A regular meeting place for children will be established within both the school and the setting. If the meeting place is complex, children under eight should be accompanied directly from and to classrooms and the setting's premises.
- The walking bus route is carefully planned and takes into account heavy traffic hotspots. The setting always uses the safest route – not the quickest.
- The manager will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the Risk Assessment policy.
- Should the route become hazardous, for example, during heavy snow and ice or rain, the manager will advise parents of an alternative route or transport.
- The walking bus will have a minimum of two adults accompanying children at all times - an adult 'driver' at the front and an adult 'conductor' at the back.
- The setting will ensure that the children are kept in a group - an adult to child ratio of 1:4 for infants and 1:8 for older children will be maintained.
- The children walk in a group along a set route picking up additional 'passengers' at specific 'bus stops' along the way.
- Every person on the bus will wear a reflective jacket.
- Staff accompanying children will always carry proof of identification with them.
- Staff will ensure that children are given instructions on road safety and use this opportunity to introduce basic road safety skills to the children.

2. Minibus

"A minibus is a motor vehicle which is constructed or adapted to carry more than 8 but not more than 16 seated passengers in addition to the driver" (Construction and Use) regulations 1986.

Legal requirements

Licence

The manager will ensure that the vehicle is operated in a safe and legal manner. This includes:

- A current MOT (Ministry of Transport Test) certificate
- Has the appropriate vehicle tax
- A PSV (Public Service Vehicle) Operators Licence or a Section 19 Standard Permit (minibus permit)
- The setting will obtain an up to date copy of all drivers' driving licences to ensure there are no traffic violations that may affect the health and safety of the children. They should also take copies of the driver's Driver Certificate of Professional Competence card (DCPC) and tachograph card if applicable.

Vehicles operated under a PSV O Licence

Vehicles operated under a PSV O Licence are required to be maintained to higher standards than those operated under Permits these standards are:

- A valid operator's disc is displayed on the windscreen from inside the vehicle, adjacent to the tax disc.
- The vehicle has Certificate of Initial Fitness (COIF).
- A Class VI MOT test is carried out annually.
- Vehicle & Operator Services Agency (VOSA) is notified of any failure of or damage to vehicles that could affect the health and safety of passengers.
- Safety inspections are carried out every ten weeks, which cover everything that is checked on a pre-MOT.
- Records of all inspections are kept in accordance with the Guide to Maintaining Roadworthiness.
- The vehicle will meet the standards of the European Community Whole Vehicle Type Approval (ECWVTA), the British Construction and Use requirements or Road Vehicles Approval Regulations 2009.
- Drivers will report promptly in writing any defects that could affect the safety of passengers. Any work done to correct the defect will also be recorded. Records are kept for 15 months.
- Any work carried out due to safety inspections will be recorded.
- The setting has access to measure brake efficiency, headlamp aim and exhaust emissions.
- The setting's system of maintaining roadworthiness is regularly monitored.
- Daily driver checks (walk round) are carried out using a checklist, recorded and kept for at least 15 months, which includes:
 - Tyre pressure
 - Fuel/leaks/oil level
 - Mirrors
 - Windows/wipers
 - Steering
 - Washers
 - Door locks
 - Number plate
 - Horn
 - Head/side lights
 - Rear/brake light
 - Indicators
 - Handbrake
 - Footbrake
 - First aid kit
 - Fire extinguisher

Drivers of vehicles operated under a PSV O Licence are required to:

- Hold a valid vocational driving licence also known as a PCV D or D1 entitlement
- Hold a Driver's Certificate of Professional Competence (DCPC) from 10 September 2013.

Vehicles operated under Section 19 Permits

- A valid Section 19 Permit disc is displayed on the windscreen from inside the vehicle, adjacent to the tax disc.
- A Class V MOT test is carried out annually.
- Safety inspections are carried out every ten weeks, which cover everything that is checked on a pre-MOT
- Any work carried out due to safety inspections will be recorded.
- Records of all inspections are kept in accordance with the Guide to Maintaining Roadworthiness.
- The vehicle will meet the standards of the European Community Whole Vehicle Type Approval (ECWVTA), the British Construction and Use requirements or Road Vehicles Approval Regulations 2009.
- Drivers will report promptly in writing any defects that could affect the safety of passengers. Any work done to correct the defect will also be recorded. Records are kept for 15 months.
- The setting's system of maintaining roadworthiness is regularly monitored.
- Daily driver checks (walk round) are carried out using a checklist, recorded and kept for at least 15 months, which includes:
 - Tyre pressure
 - Fuel/leaks/oil level
 - Mirrors
 - Windows/wipers
 - Steering
 - Washers
 - Door locks
 - Number plate
 - Horn
 - Head/side lights
 - Rear/brake light
 - Indicators
 - Handbrake
 - Footbrake
 - First aid kit
 - Fire extinguisher

Drivers of vehicles operated under a Section 19 Permit are required to:

- Hold a valid driving licence with a D1 101 entitlement

Insurance

The manager will ensure that vehicles are properly insured for their use in accordance with the Road Traffic Act 1988, s. 143.

Seat belts

A clearly visible seatbelt sign will be displayed in the vehicle.

In September 2006, the law regarding the use of seatbelts changed. Children under 12 years who are 1.35m/4' 5" must use an appropriate restraint – child seat or booster seat. The setting will therefore ensure each child has the appropriate child seat during travel.

All occupants of the vehicle (including staff) will wear a seat belt/child restraint at all times.

Staff and driver will ensure that seatbelts are used correctly, assisting with securing and releasing children when required.

Seat belts will be individually used and will not be shared.

In addition to the driver, at all times there will be one or more staff accompanying the children. These adults will be seated in the back of the vehicle and nearest to the door.

Children will not sit at the front of vehicle.

Minibus Driver qualification and checks

All drivers must be over 21 and under 70 years of age.

All drivers will have a full UK driver's licence appropriate to the vehicle.

Drivers will have at least two years driving experience.

To ensure that there is strict compliance with legal, insurance and organisational requirements, drivers' licences are checked every six months.

All adults, who are involved in the transportation of children will have appropriate and up to date enhanced Disclosure and Barring Service (DBS) checks.

The setting will regularly check and photocopy all drivers' licences to monitor any driving convictions.

3. Private Transport

In the event the use of private transport is required i.e. staff vehicle, the setting will follow all the guidelines which affect minibus drivers such as:

- The driver is over 21 and has a valid driving licence.
- The vehicle will not exceed the legally allowed number of passengers.
- The vehicle is fitted with driver and passenger seatbelts which will be used.
- The setting will check that the vehicle is appropriately insured.

4. General transport guidelines

- The setting will have written parental consent for each child using any mode of transport provided by the setting. These include walking bus and vehicular transport.
- The manager will be responsible for monitoring and reviewing the Transportation policy and procedures on a regular basis.
- The setting determines the route of the vehicle and is always aware of the route the vehicle takes in case the vehicle breaks down.
- For safeguarding purpose the mileage is recorded at the start and end of each journey.
- A risk assessment is carried out on a regular basis and reviewed regularly to ensure the health and safety of children.
- The vehicle will be equipped with a fully stocked first aid kit and fire extinguisher (if the vehicle is accessible it is recommended that two fire extinguishers are carried) that is compliant with The Road Vehicles (Construction & Use) Regulations 1986 as amended. They will be kept secured.
- There is a qualified first aider on all journeys.
- The vehicle will always be clean, tidy, well maintained and serviced in accordance with the relevant regulations.
- Drivers are aware of the setting's policies and are given clear instructions regarding their responsibilities.
- A passenger list is completed daily which includes the names of all children, an emergency contact name and number, and any medical condition.
- The total number of passengers will not exceed the maximum capacity nor the legal weight of the vehicle.
- Under no circumstances will children be left unattended in the vehicle.
- An evacuation drill is conducted quarterly. This is recorded and kept on file.

- The vehicle is locked and parked in a secure location when it is not in use.
- The driver will drive and park with caution and follow all road rules.
- Smoking is strictly prohibited at any time in vehicles that is used to carry children.
- No smoking sign is displayed in vehicles.
- The driver and all staff are prohibited from talking on a mobile phone, including hands free systems.
- To prevent distractions, loud music will not be played in vehicle.
- Eating, drinking, standing and other unsafe or distractive conduct will not be allowed on board the vehicle.
- The vehicle's doors are kept locked at all times during movement, which includes driving or parking, except in the case of minibuses and larger passenger carrying vehicles
- The key is removed when the vehicle is not in motion and unattended.

38: Monitoring and reviewing our policies and procedures

The setting is committed to constantly monitoring and reviewing its policies and procedures. They are immediately updated if there is any new legislation and in the light of serious case reviews.

All updated policies are shared with staff, volunteers and students. They are also shared with parents/carers when their child first attends the setting.