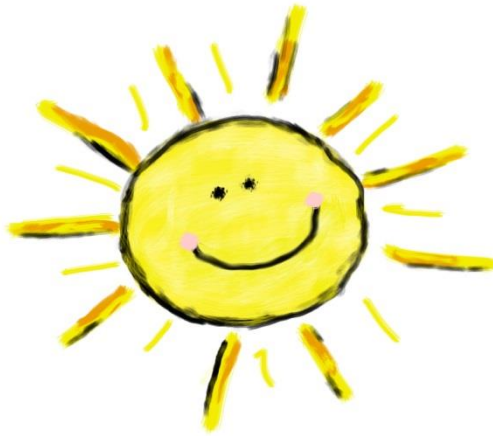


# Claverham Day Nursery



## Parent's Policy Book

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E-mail: [nursery@claverham.org](mailto:nursery@claverham.org)

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Ofsted Number: 508991

## **CONTENTS**

[Welcome to Claverham Day Nursery](#)

[The Nursery Team](#)

[Administration of Medication Policy](#)

[Allergens Policy](#)

[Arrivals and Departures Policy](#)

[Bad Weather Arrangements](#)

[Biting Policy](#)

[Child Attendance Policy](#)

[Complaints and Concerns Procedure](#)

[Confidentiality Policy](#)

[Coronavirus COVID-19 Policy and Procedures](#)

[Digital Image and Mobile Phone Policy](#)

[Early Years Foundation Stage \(EYFS\) Policy](#)

[Exclusion periods for illness and infectious diseases](#)

[Extra Sessions Policy](#)

[Fee Policy and Bad Debt – Including Early Years Educational Entitlement \(EYEE\) funding](#)

[First Aid Policy](#)

[Food Policy](#)

[Health and Safety Policy](#)

[Immunisations Policy](#)

[Intimate Care and Physical Contact Policy](#)

[Key Person Policy](#)

[Late and Non-Collection of a Child Policy](#)

[Nappy Changing](#)

[No Smoking/Vaping Policy](#)

[Online Learning Journey Policy](#)

[Online Safety Policy and Acceptable Use Agreements](#)

[Oral Health Policy](#)

[Parent/Carer Involvement Policy](#)

[Positive Behaviour Management Policy](#)

[Prevent and British Values Policy](#)

[Privacy Notice \(how we use children's and parent/carers information\)](#)

[Safeguarding Children Policy and Procedures](#)

[Child Protection Regulations Letter from ESCC](#)

[Separated Families Policy](#)

[Settling In Policy](#)

[Sick Child Policy](#)

[Sleep and Care Need Policy](#)

[Special Educational Needs and Disability \(SEND\) Policy](#)

[Staff Deployment Policy](#)

[Supervision of Children](#)

[Toilet Training Policy](#)

[Transitions Policy](#)

[Full list of Policies and Procedures](#)

## **WELCOME TO CLAVERHAM DAY NURSERY**

This booklet contains our policies and procedures at Claverham Day Nursery. If you would like to see a complete copy all of our Policies and Procedures please ask Sarah Hennessy, nursery manager.

The Nursery website is: [www.nursery.claverham.e-sussex.sch.uk](http://www.nursery.claverham.e-sussex.sch.uk)



Follow us on Facebook [click here or copy the following link into your browser](https://www.facebook.com/claverhamdaynursery/?ref=aymt_homepage_panel)  
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Click on the link for our latest [Ofsted report](#)

## **THE NURSERY TEAM**

**NURSERY MANAGER** Sarah Hennessy

**DEPUTY MANAGER** Liz Case

**BABY ROOM** Bet Heys (full time)  
Sharon Bristow (full time)

**TODDLER ROOM** Liz Case (Senior nursery assistant)  
Laura Hemsley (Senior nursery assistant)  
Laura Boyle (Mon, Tue, Wed)  
Katharine Batehup (Wed, Thur, Fri, term time only)

**FAMILY ROOM** Kris Roud (full time)  
Emma Keeler (full time)

**INDIVIDUAL NEEDS ASSISTANT** Kris Roud (full time)

**BANK STAFF** Sally Hepburn  
Carol Bishop  
Ali Llewellyn-Jones

**KITCHEN ASSISTANT** Claudia Sofletea

**PRINCIPAL CLAVERHAM COMMUNITY COLLEGE  
and REGISTERED PERSON FOR OFSTED** Mr Paul Swatton

**NURSERY LINE MANAGER** Mrs Sarah Carapiet

**LINK GOVERNOR** Mrs Margaret Pratt

### **Additional Staff Roles:**

- Sarah Hennessy - Designated Safeguarding Lead  
Equality and Diversity co-ordinator  
Behaviour co-ordinator  
Paediatric first aider  
Early Years Foundation Stage Lead  
Data Protection officer  
Administers medication
- Liz Case - Deputy Designated Safeguarding Lead  
2 year lead  
Health and Safety co-ordinator  
Paediatric first aider  
Data Protection officer  
Administers medication
- Laura Hemsley - Early Years Foundation Stage co-ordinator  
Physical Development co-ordinator  
Fire Safety officer  
Paediatric first aider  
Administers medication
- Sharon Bristow - Administers medication  
Paediatric first aider
- Kris Roud - Special Educational Needs and Disabilities co-ordinator (SENDco)  
Paediatric first aider

### **PAEDIATRIC FIRST AIDERS:**

Bethany Heys  
Emma Keeler  
Katharine Batehup

## **ADMINISTRATION OF MEDICINES POLICY**

### **STATEMENT**

We promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see Sick Child Policy and Exclusion Periods for Illness and Infectious Diseases)

If a child requires medicine we will obtain information about the child's needs and will ensure this information is kept up to date.

When dealing with medication of any kind in the nursery, strict guidelines will be followed.

### **PRESCRIBED MEDICINES**

- **Internal medicines:** The child must have been taking the medication for a minimum of 24 hours after the first dose before being accepted back into the nursery. They may only return providing they are well enough and are not contagious. The nursery will refer to East Sussex County Council guidance on Administering Medication and also the Public Health England 'The Spotty Book' Notes on infectious diseases in Schools and Nursery if needed.

Once the 24 hours have elapsed a senior member of staff can continue to administer the prescribed medication in line with stated instructions (please see below)

- **External medicines:** The child must have had the medication applied for a minimum of 24 hours after the first application before being accepted back into the nursery. They may only return providing they are well enough and are not contagious.

Once the 24 hours have elapsed a senior member of staff can continue to administer the prescribed medication in line with stated instructions (please see below)

### **OVER THE COUNTER MEDICINES**

- **Internal medicines:** The nursery will not administer oral over the counter medicines.
- **External medicines:** The nursery will administer external medications such as nappy creams and teething gel as we believe that such products relieve the discomfort of nappy rash and teething but do not warrant a prescribed medication.

Under current legislation, children are able to attend the nursery with conjunctivitis. Children need to be using appropriate eye drops and for children over 2 years old, medication does not necessarily need to be prescribed just purchased over the counter at a pharmacy. As regular treatment needs to be given for conjunctivitis a senior member of staff will administer the appropriate medication.

The nursery will not administer over the counter medication to mask an illness. If the senior member of staff in charge feels a child is unwell then they will contact the parent/carer and ask for the child to be collected from the nursery.

### **ADMINISTRATION OF MEDICATION**

- All medication must be stored correctly within the nursery. Medicine boxes are kept in the staff room fridge upstairs. All medicines must be clearly labelled and parents/carers must sign all the relevant medicine forms at the beginning of the day. Medicines which may be needed quickly in an emergency must not be locked away.
- Parents/carers must allow time at the beginning of the day to complete all the relevant medicine forms. It is senior staff's responsibility to check the forms before the parent/carer leaves. When you collect your child at the end of the day staff will ask you to sign for the medicine that has been administered.

- The only people to administer medication will be those that have completed the relevant training. No one else will be permitted, at any time, to administer medication. The nursery manager/deputy must be informed of all medicines that are in the nursery.
- Before any medication is administered a checklist must be completed by the person giving the medication, and each stage checked by the witness. Only when both parties are satisfied that all procedures have been followed and are correct, can medication be given to the child.
- Medicines should always be provided in the original container and include the prescriber's instructions. We will not administer any medicines if they have been taken out of their original container.
- As soon as medication has been administered the person who administered it will complete and sign the medicine form.
- Both the medicine giver and the witness will be held equally responsible for all medication given.
- Nursery staff will be aware of the needs of children on long-term medication and work closely with the parents/carers to ensure that administration of medicines is consistent with the child's medical needs.

#### **MEDICINE FORMS/RECORD KEEPING**

- Medicines will only be administered with written consent by parent/carers.
- If it is a prescribed medication then the prescribed medication form should be completed at the beginning of the course on the first day only. For all following days that the same medicine is needed then a continuation sheet can be completed.
- Medication will only be administered at the times stated by the parent/carer on the medicine form. The only time this will not be effective is if the child is asleep at the nominated time. As soon as the child awakens the medicine will be given. The time of the next dose will then be calculated by the medicine giver, along with the witness, in accordance with the time difference stated by the parent/carer. It would then be recorded on the medicine form.
- The amount given will be the amount stated on the medicine form by the parent/carer. Should it be above the recommended dosage on the bottle or box then only the recommended dose will be given and the parent/carer informed.

Should a parent/carer not complete the form clearly then a new one can be emailed to the parent/carer to complete and send back immediately. Should they not be able to do this then the medication will not be given and the parent/carer informed.

When all medicine forms have been complete they are to be put away in the nursery medicine folder. This is kept in a locked filing cabinet in the office.

#### **NON-PRESCRIBED MEDICINES**

- The nursery does not take responsibility of the administration of non-prescribed medicine such as Calpol and Nurofen as these mask the symptoms of the illness and when the effects wear off the child becomes ill again with symptoms. In these cases we feel that the child should not be at

nursery as it is unfair on the child to be here when they need to be with their parent/carer or having one to one attention instead of being in a busy noisy room where they cannot relax and receive the attention they require. It is also unfair to the rest of the children if they are knowingly in contact with an illness or infection.

### **STAFF TRAINING**

There will always be a senior member of staff on site to be able to administer medication.

The following staff have completed the OPUS Medicines Awareness for Schools (Foundation) Course:

Sarah Hennessy

Liz Case

Laura Hemsley

Sharon Bristow

This training is refreshed every 2 years.

Where appropriate it may be necessary for staff to attend specific training on administration of medicines e.g. epi pen training. We will source the best outlet for any training needs required.

### **MEDICINES FOR OFF-SITE VISITS**

If children are to be taken out the nursery e.g. for a walk on the school field, for activities in the sports hall, dance studio or on the tennis courts then their medication such as asthma inhalers will be taken too.

### **RISK ASSESSMENT**

Medicine Consent forms are checked as part of the risk assessment cycle so children that are regularly on medication can be brought to the Nursery Manager's attention and parent/carers will be informed of our concerns.



## **ALLERGENS POLICY**

**The prevalence of allergies in the UK has grown dramatically over the last 25 years, with research showing that up to 50% of children now have at least one diagnosed allergy. This has significant implications for early years providers and the care that they provide to young children. With new food allergen regulations also affecting nurseries and childminders, it is vital that childcare providers are able to deal with the responsibilities that childhood allergies pose.**

### **Childhood allergies**

With the rapid increase in childhood allergies, the ability to understand allergic conditions and deal with sudden or severe symptoms is now becoming essential for early years providers. Allergic reactions occur when an individual's immune system responds inappropriately to the presence of a food or substance that it wrongly perceives as a threat. These substances are called allergens, and for most people they are harmless. Common allergens among children include:

- peanuts
- tree nuts
- milk
- eggs
- wheat
- fish
- insect stings
- penicillin or other drugs
- pollens
- house dust mites.

Allergic symptoms can affect the nose, throat, ears, eyes, airways, digestions and skin in mild, moderate or severe form.

### **Anaphylaxis**

Anaphylaxis is the term for a severe, rapidly-occurring allergic reaction. Severe allergic reactions among young children are uncommon, but when they do occur they must be treated rapidly. Symptoms may include:

- itching in the mouth
- swelling of the face, throat or tongue
- asthma
- difficulty in talking or swallowing
- hives anywhere on the body
- generalised flushing of the skin
- abdominal cramps and nausea
- "floppiness" cause by a drop in blood pressure
- collapse and unconsciousness.

A child at risk of anaphylaxis will often be prescribed injectable adrenaline (also known as epinephrine) and the child's parents may request that members of staff are trained in how to administer it in an emergency. Pre-loaded injections (such as EpiPen, Anapen or Jext) are designed to be easy to administer, though regular training is needed to ensure the correct technique is used. Oral antihistamines

may also be prescribed and these can be used to treat milder reactions. It is the parents' responsibility to ensure that medication is within its use-by date.

### **Information sharing**

Obtaining accurate, up-to-date information about all known allergies is key to caring for young children in early years provisions. Parents should be asked for information about their child's allergies before they start at the childcare provision. The EYFS statutory framework states that before a child is admitted "the provider must also obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements. Providers must record and act on information from parents and carers about a child's dietary needs."

Good communication is vital and it is recommended that providers work in consultation with parents and any relevant healthcare professionals to write an allergy management plan for each individual child.

### **Allergy management plan / risk assessment**

An allergy management plan / risk assessment details how the child's allergies will be managed on a day-to-day basis and what to do in the event of an allergic reaction. It means that everyone involved in the child's care is aware of any allergies and requirements. It also acts as a reference point for new or temporary staff.

The allergy management plan / risk assessment should be held on the premises and a further copy kept with the child's medication. The plan should include the following information.

- The child's details – name, address and date of birth.
- Contact details – telephone and mobile numbers of a parent or guardian and another emergency contact.
- Contact details of the family GP.
- A list of the child's specific allergies and what to avoid.
- A list of possible symptoms.
- Prescribed medication – how often the treatment should be given and who will be responsible for giving it.
- Details of emergency procedures, including an assessment of symptoms, when and how to administer medication, contact numbers and the ambulance procedure.
- A list of staff members who have been trained, including the date of their last training.
- Consent and agreement – a parent or guardian must give written consent for staff to take responsibility for administering medication.

Research has shown that children whose allergies are managed with the help of a management plan are less likely to have severe reactions. The plan should be reviewed regularly and updated where necessary.

### **Meals and snacks**

Many early years providers and schools already have a nut-free policy and a policy in place to prohibit children sharing food. This helps to minimise risk to children with food allergies. A commitment to reading food labels and maintaining vigilance is essential. Regular cleaning of surfaces and hand washing are also important to reduce the risk of exposure to allergens. It is good practice to have a list of special dietary requirements for each child clearly displayed where food is being prepared. This acts as a constant reminder of all known allergies in the provision and provides a quick reference point for staff.

### **Food allergen regulations**

The EU Food Information for Consumers Regulation (No. 1169/ 2011) came into force on 13 December 2014 and affects all early years provisions that offer meals and snacks. Childcare provisions must now

provide accurate allergen information to parents, children and staff for every food and drink item that contains any of the following 14 allergens as ingredients.

- Eggs.
- Milk.
- Fish.
- Crustaceans (for example: crab, lobster, crayfish, shrimp and prawn).
- Molluscs (for example: mussels, oysters and squid).
- Peanuts.
- Tree nuts (almonds, hazelnuts, walnuts, cashews, pecans, brazils, pistachios, macadamia nuts or Queensland nuts).
- Sesame seeds.
- Cereals containing gluten (wheat (such as spelt, Khorasan wheat/Kamut), rye, barley, oats, or their hybridised strains).
- Soya.
- Celery and celeriac.
- Mustard.
- Lupin.
- Sulphur dioxide and sulphites (at concentration of more than ten parts per million).

The requirement to provide information on the presence of these allergens covers both meals cooked from scratch and pre-packaged items. This information can be provided by listing the allergens clearly in an obvious place such as a menu, chalkboard or information pack or alternatively by signposting parents and staff to where it could be obtained, either in written or oral formats. The legislation requires that the information provided is accurate, consistent and verifiable upon challenge. All staff should be aware of the policies and procedures regarding handling and communicating allergen information.

### **Activities and trips**

Early years providers need to consider whether all the activities on offer are safe for children with allergies. Many craft activities can involve ingredients that could trigger an allergic response such as play dough or other art products. Cooking activities, nature tables and class pets can also be an issue. It is important that all children are included on any outings or trips, but staff must ensure that the risk of allergic reactions is minimised by planning in advance. Medication and allergy management plans must be taken on any outings and consideration needs to be given to the food and drinks provided.

### **Best practice**

Early years managers need effective policies and procedures in place to deal with allergy management in their provision. These should be reviewed regularly and be available to all parents, carers and members of staff. Good practice includes the following.

- Obtaining all known allergy information from families prior to admitting a child to the provision.
- Obtaining all known allergy information from families prior to admitting a child to the provision.
- Training all staff in allergen avoidance, early recognition of symptoms and crisis management. Specific staff members should be trained to administer emergency medication.
- Outlining clear guidance on nut-free policies and food sharing.
- Ensuring good communication with families affected by allergies and any relevant health professionals.

- Ensuring all allergen information relating to food and drinks provided is communicated to parents and staff and is accurate, consistent and verifiable.
- Maintaining strict food hygiene and cross-contamination standards throughout food handling areas. Ensuring any relevant medication is stored safely whilst being easily accessible to members of staff.
- Identifying known allergens in other substances or products used in the provision, such as arts and crafts materials.

### **Further Information**

- Allergy UK is the leading national charity dedicated to supporting allergy sufferers in the UK.
- Anaphylaxis campaign is a UK charity supporting people with severe allergies.
- PACEY is the Professional Association for Childcare and Early Years. It promotes best practice and supports childcare professionals to deliver high standards of care and learning.
- Food Standards Agency is an independent government department responsible for food safety and hygiene across the UK.

## **ARRIVALS AND DEPARTURES POLICY**

### **Statement of intent**

It is the policy of Claverham Day Nursery to give a warm welcome to each child on their arrival.

### **Methods**

Parents/Carers are requested to pass the care of their child to a specific member of staff who will ensure their safety.

### **Arrivals and Drop off routine**

Claverham Day Nursery opens at 8.15am and the staff cannot accept children before this time. The children booked in for the morning sessions need to be picked up by either 12pm or 1pm. We have new children arriving for the afternoon session and if the children are late in leaving we run into problems with child/staff ratios. If you are late picking up your child we will follow the nursery's Late and Non-Collection Policy.

The College site has an electronic gate system. The gate is closed from 8.45am until 5.30pm. Access to the nursery during this time is via a pedestrian gate, with an entry phone system linked directly to the Nursery. Nursery parents arriving between 8.45am and 5.30pm will need to park in any vacant Nursery Reserved car park spaces outside the Sports Centre. If there is nowhere to park you may use the intercom system to ask to drive through the main gate to access the rear carpark.

The front door is to be kept locked at all times. The only way into the nursery is through the main front door. Please ring the bell and hand your child over at the front door to the senior member of staff on duty at drop off. Please tell the staff member on duty any matters we might need to know such as who is picking up, pre-existing injuries which need to be recorded on the relevant form and if your child has had a bad night for example. For new children settling in, parents are invited into the nursery to drop off until they feel their children is ready to be handed over at the front door. Children's arrival times will be recorded on the register.

If the child is not to be collected by the parent/carer or authorised person then we will ask parents/carers to complete a form that gives your written permission that any adult other than parents, legal guardians, the named emergency contact or those named on the registration form with legal contact will be picking your child up from the nursery. Please ensure that you complete one of the forms if you make any arrangements for someone other than those listed above to collect your child e.g. they are being picked up by a grandparent or a friend because you have an appointment elsewhere. If you have a regular arrangement with someone to collect your child we will keep your written permission on file.

There is a peg with your child's name on; this is for their coats and bags. The Family Room are encouraged to find their own pegs and hang their coats up independently.

### **Departures and Pick up routine**

For pick up please ring the bell and wait outside the front door. Again, a senior member of staff will open the door, get your child and bring them out to you. Children's departure times will be recorded on the register.

The nursery closes at 5.30pm. All children must be collected by this time otherwise a late charge will be incurred. Please see Late and Uncollected Child Policy.

### **Disabled parking spaces**

The nursery has a disabled parking space opposite the nursery building; please do not use this unless you have a disabled parking badge.

### **Absences**

Please telephone or email the nursery by 10.00am for a morning or full day session or by 2.00pm for an afternoon session if your child is unable to attend on that day. If you know holidays in advance it is greatly appreciated to let us know the dates.

### **Children in receipt of the Early Years Education Entitlement (EYEE)**

The Early Years Education Entitlement will be deducted from your monthly invoice. Your child must attend Claverham Day Nursery for the number of hours per week you have claimed for on the declaration form to receive their free nursery education. The arrival and departure time will be logged on our registers at the nursery so that the auditors can track the amount of hours that each child is attending. They have stated that if a child is not attending for the amount of hours claimed on the parent declaration form they will withdraw the amount of funding that has been allocated and you will be required to pay this amount.

### **Parent/Carer Responsibility**

Please note that on the arrival and departure from the nursery, whilst a parent/carer is present the child remains the responsibility of the parent/carer. The child becomes the responsibility of Claverham Day Nursery staff once the parent/carer has left the premises.

## **BAD WEATHER ARRANGEMENTS**

In the event of bad weather and the possibility that there could be serious driving conditions, we ask that parents use the following methods of communication:

**The main method of communication with parents in these circumstances will be via the Claverham Community College Website. We will attempt to upload the information by 7.30am and then update this information at appropriate intervals.**

Our website address is: <http://www.claverham.e-sussex.sch.uk/>

We also inform East Sussex County Council, who put school/nursery closures on their website and alert the local radio stations. They also have a live RSS feed, which you can subscribe to, which will alert you within 5 minutes of a school closure. Further information is available at:

<http://www.eastsussex.gov.uk/educationandlearning/schools/schoolclosures.htm>

In the event that we receive a serious weather warning while the children are with us, we will telephone parents as soon as possible for them to collect their children and also follow the above procedure.

Please note that due to the sloping nature of our site we have a large number of paths and roads that are dangerous until cleared. The College and Nursery may be closed the following day, after snow, in order to make the site safe, even when the main roads are open. Please check the website for information.

## **BITING POLICY**

### **Aim**

The safety of the children at the nursery is our primary concern. The Nursery's biting policy addresses the action the staff will take if a biting incident occurs.

Many children go through stages in their development, where they exhibit behaviour that others find unacceptable. Biting in particular is a very unpleasant form of behaviour that is particularly prevalent in children whose language skills are only just developing and can often be an expression of frustration that they have not yet acquired the skills to express what they are feeling. Temper tantrums are another form of behaviour that most children of a similar age or developmental stage go through. Happily, just as temper tantrums eventually diminish with age, so usually does biting.

Claverham Day Nursery always follows the same procedures in the event of a child being bitten.

### **Our procedures are as follows**

- To comfort the bitten child and administer appropriate first aid.
- To explain to the biting child why biting is unacceptable, that it hurts the other child and show the mark or bruise.
- Remove the biting child from the circumstances that provoked the biting for a short period of time.
- We will observe the biting child to see if there is something in particular that triggers the biting.
- We will be firm but not shout.
- We will always inform the parents of the bitten child.
- We will always inform the parents of the child that has bitten and explore with them their strategy for dealing with such incidents if they occur at home or elsewhere. (If their strategy was a direct contradiction of our strategy, e.g. Parent biting the child back, we would explain why we thought this was an inappropriate response.)
- To discuss with other staff members the incidents concerned and evaluate and monitor the situation for the future.
- In a small minority of cases where the biting is persistent to the point of serious concern, it may be appropriate to enlist the help of other professionals, e.g. Health Visitor, Child Psychologist, to look closely at any other contributory factors. This would only be done in consultation with parents/carers.
- It is not Claverham Day Nursery's policy to 'expel' a child for this type of behaviour as this only removes the child and does not address the problem.
- The nursery will give both sets of parents a copy of our biting handout.

In all instances and for each child involved, separate reports will be recorded in the accident/incident book and whoever picks up the children will be asked to sign them. Confidentiality of all children involved will be maintained. Staff members will not disclose the identity of the child that has bitten as it is vital to maintain the confidentiality of the children concerned.

If you know that your child bites please speak to a member of staff so we can work together to develop strategies to help them.

We ask for your support in the event of a child biting or being bitten and hope that you will understand the need for our Policy and Procedures which are to safeguard the interests of all those concerned.

## **CHILD ATTENDANCE POLICY**

### **STATEMENT OF INTENT**

This sets out the procedures to be followed in the event that a child is absent from nursery.

### **PROCEDURE**

- It is the responsibility of the parent/carer to notify the nursery manager by phone or email if your child will be absent for any reason e.g. illness, holiday etc. If you know holidays in advance it is greatly appreciated to let us know them.
- If your child is sick or cannot attend for some reason, you must inform us before 9.30am that day to let us know.
- If we have not heard from you by 10.00am we will call you to establish why your child is absent.
- If we cannot make contact with a parent/carer we will use all the contact details and the emergency contacts you have given us to try to establish why your child is absent.
- If we are concerned about the welfare of a child the Designated Safeguarding Lead (DSL) of the nursery reserves the right to contact our local authority designated officer (LADO) through the local safeguarding children's board. Please refer to our Safeguarding Policy.
- If you claim Early Years Education Entitlement (EYEE) funding, long or regular absences may affect your entitlement. We would need to contact the East Sussex Early Years Funding Team. We would notify you when we have done this.
- When claiming EYEE funding your child must be at the nursery for the hours you are claiming. If your child is not attending for the amount of hours stated on the declaration form then the amount of funding allocated may be withdrawn and you will be required to pay this amount. Therefore children must arrive on time and cannot be picked up early without prior arrangement e.g. doctors appointment.



## **COMPLAINTS AND CONCERNS PROCEDURE**

### **Statement of intent**

Claverham Day Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all parties involved.

### **Methods**

To achieve this, we operate the following complaints procedure.

#### *How to complain*

##### Stage 1

- Any parent who is uneasy about an aspect of the nurseries provision talks over, first of all, his/her worries and anxieties with the Nursery Manager or Deputy Manager.
- A note is made of any complaints in a Complaints Book, which is available to see at any time.
- Parents will be told of the outcome of the investigation within 28 days of the nursery having received the complaint.

##### Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Nursery Manager. The Nursery Manager will then pass this information onto the Line Manager of the Nursery. Parents will be told of the outcome of the investigation within 28 days of the nursery having received the complaint.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

##### Stage 3

- The parent requests a meeting with the Nursery Manager, Line Manager and Principal of the College. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

##### Stage 4

- If at the Stage 3 meeting the parent and nursery cannot reach agreement, the school's Governing Body is invited to help to settle the complaint. The person from the school's Governing Body should be acceptable to both parties, listen to both sides and offer advice. They have no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The person from the school's Governing Body keeps all discussion confidential. S/he can hold separate meetings with the Nursery Manager/Deputy and the parent, if this is decided to be helpful.
- The person from the school's Governing Body keeps an agreed written record of any meetings that are held and of any advice s/he gives.

##### Stage 5

- When the person from the school's Governing Body has concluded her/his investigations, a final meeting between the parent, the Nursery Manager, Line Manager and Principal of the College is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The person from the school's Governing Body's advice is used to reach this conclusion.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

## **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the East Sussex Safeguarding Children Partnership (ESSCP)**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Early Years Foundation Stage principles are adhered to.

The address and telephone number of our Ofsted regional centre are:

Ofsted  
Piccadilly Gate  
Store Street  
MANCHESTER  
M1 2WD

Complaints phone line: 0300 1234 666

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Website: <https://www.gov.uk/government/organisations/ofsted>

These details are displayed on the nursery notice board.

### **Safeguarding children**

If a child appears to be at risk, the nursery's Safeguarding Policies and Procedures will be followed along with the procedures of the East Sussex Safeguarding Children Partnership (ESSCP).

In these cases, both the parent and nursery are informed and the Nursery Manager works with Ofsted or the ESSCP to ensure a proper investigation of the complaint followed by appropriate action. OFSTED will be informed of any complaint relating to safeguarding at the nursery.

### **Complaining to Ofsted**

Parents and/or carers are able to raise concerns or complain to Ofsted at any time about the nursery. They may also raise concerns with Ofsted if they believe the nursery is not meeting the EYFS requirements.

### **Records**

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. The record is available to see by parents/carers at any time.

## **CONFIDENTIALITY POLICY**

### **Statement of intent**

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality nursery and preschool services that the setting provides. The staff of Claverham Day Nursery respects the right of every parent, child and employee to confidentiality of personal information and details. The information held in the Nursery is for those that have direct concern over the health and welfare of the children and staff and will not be shared outside of the premises or without the permission of those involved.

### **Aim**

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. This may be done in written or verbal form through the key person system and the open door policy.

### **Method**

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

#### **PARENTS AND CHILDREN**

- Parents will have ready access to the files and records of their own children but will not have access to information about any other child. Parents who would like to access this information are asked to speak to the Nursery Manager or Deputy Manager.
- Parents will have free access to developmental records.
- A written request will have to be made by parents for personal records on their child and the nursery will take into account data protection rules when disclosing records that refer to third parties.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than the parents/carers of that child.
- Children's assessment files and other information regarding individual children will be stored in locked cabinets in each room.
- Personal information about children, families and staff is kept securely in a lockable file whilst remaining as accessible as possible. The Nursery Manager and Deputy are the only key holders for these files.
- The role of the child's key person is to insure parents can share confidential information regarding their child with a member of staff which the parent and child feel comfortable with and have good relations. The key person has a role to keep this information confidential and inform management if any issues should occur.
- Any information given to a key person is to be kept confidential at all times and it is the key persons job to be responsible for the children in their care at all times and using this information within their role to meet the needs of each individual child within their care.
- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis. Any incidents that happen out of nursery are recorded on a Pre-existing Injury form and the parent's and Nursery Manager or Deputy must sign and date the form. This information is kept between the parent, manager and relevant staff.
- Any concerns/evidence relating to a child's personal safety will be shared with the parents/ carers unless we feel this may put the child in further harm, this information is to be shared with as few people as possible and on a need to know basis and will be passed onto social services by the nursery manager.

#### **STAFF, STUDENTS AND VOLUNTEERS**

- Any information received during the recruitment process is kept confidential between the management team and candidates at all times. All unsuccessful applications are shredded to ensure all personal information is kept confidential at all times.
- Issues to do with the employment of the staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.

- Staff induction includes an awareness of the importance of confidentiality in the role of the key person and staff are given a copy of this policy in their handbook to adhere to. All staff sign a staff agreement to say that they are aware of the policy and will follow it.
- Information relating to staff members will be kept in a locked filing cabinet in the office. Each member of staff will have their own file.
- Staff Supervision takes place every 4 months and any discussions that take part at this time are kept confidential between the staff member and the management team.
- Staff adhere to the data protection act at all times.
- Recognise individual confidentiality and choice to not always wanting to be involved or participate.
- The building and filing cabinets are securely locked at the end of each day and CCTV operates 24 hours. The CCTV is only used in the case of an emergency.
- Students on recognised courses observing in the nursery are given a copy of our confidentiality policy in their student handbook and required to respect it. Students need to get written confirmation from parents to observe any child or to complete any work on them.

All the undertakings above are subject to the paramount commitment of Claverham Day Nursery which is to the safety and well-being of the child.

Claverham Day Nursery will retain records relating to individual children or staff for 3 years after they have left the nursery. After this time they will be destroyed in line with guidance from ESCC.

**Claverham Day Nursery is registered under the Data Protection Act 1998 and Data Protection (Amendment) Act 2003 and Freedom of Information Act 2000 to hold personal data.**

# **CORONAVIRUS COVID-19 POLICY AND PROCEDURES**

## **Background**

As a provider of childcare we take health and safety seriously. In light of the current outbreak of the Coronavirus (COVID-19) we have put together for parents a Coronavirus Covid-19 policy and procedures based on the official advice from UK Health Security Agency (UKHSA) and the Department for Education (DfE).

We will continue to follow the official advice at all times. If you have any questions in addition to the information provided in this policy, please speak to the nursery manager.

As we learn to live safely with Covid-19, there are actions we can all take to help reduce the risk of catching Covid-19 and passing it on to others.

## **Guidance**

We will follow the most up to date guidance from the Department for Education. Currently these are:

[Guidance for people with symptoms of a respiratory infection including Covid-19](#)

[Guidance for reducing the spread of respiratory infections including Covid-19 in the workplace](#)

## **Control measures**

We will follow the control measures the Government put in place during the Covid-19 pandemic for early years settings.

1. Ensure good hygiene for everyone.
2. Maintain appropriate cleaning regimes, using standard products such as detergents.
3. Keep occupied spaces well ventilated.
4. Follow UKHSA guidance from 24 February for testing, self-isolations and managing confirmed cases.

The nursery has also put together our own control measures based on lessons learnt during the pandemic:

- We ask you to keep your child at home if they are at all unwell with any illness.
- We will use appropriate PPE
- We will ensure that children wash their hands regularly with soap and water.
- Children will be able to bring in items from home but we do discourage this as sometimes things get lost or broken.
- Visitors will be able to come into the nursery (such as prospective parents/carers).
- Contractors access the nursery by appointment only.
- Risk assessments on Covid-19 and First Aid (Covid-19) will be kept updated according to government guidance.
- Parents will be able to come into the nursery to settle their child prior to starting.

## **Illness**

Children who are ill should not attend nursery. If a child becomes ill at nursery then the parents will be contacted immediately to collect their child.

We ask that parents notify us if their child is unable to attend so that we can explore the reason with you.

The nursery's Sick Child Policy remains in place and will be followed. The sickness register will continue to be updated as normal.

## **Symptoms of respiratory infections, including COVID-19**

Respiratory infections can spread easily between people. It is important to be aware of symptoms so you can take action to reduce the risk of spreading your infection to other people.

The symptoms of COVID-19 and other respiratory infections are very similar. It is not possible to tell if you have COVID-19, flu or another respiratory infection based on symptoms alone. Most people with COVID-19 and other respiratory infections will have a relatively mild illness, especially if they have been vaccinated.

If you have symptoms of a respiratory infection, such as COVID-19, and you have a high temperature or you do not feel well enough to go to work or carry out normal activities, you are advised to try to stay at home and avoid contact with other people.

Symptoms of COVID-19, flu and common respiratory infections include:

- continuous cough
- high temperature, fever or chills
- loss of, or change in, your normal sense of taste or smell
- shortness of breath
- unexplained tiredness, lack of energy
- muscle aches or pains that are not due to exercise
- not wanting to eat or not feeling hungry
- headache that is unusual or longer lasting than usual
- sore throat, stuffy or runny nose
- diarrhoea, feeling sick or being sick

If you are feeling unwell with these symptoms you should get plenty of rest and drink water to keep hydrated. You can use medications such as paracetamol to help with your symptoms. Antibiotics are not recommended for viral respiratory infections because they will not relieve your symptoms or speed up your recovery.

In some cases, you might continue to have a cough or feel tired after your other symptoms have improved, but this does not mean that you are still infectious.

## **What to do if you have symptoms of a respiratory infection, including COVID-19, and have not taken a COVID-19 test**

Try to stay at home and avoid contact with other people

If you have symptoms of a respiratory infection, such as COVID-19, and you have a high temperature or do not feel well enough to go to work or carry out normal activities, try to stay at home and avoid contact with other people, until you no longer have a high temperature (if you had one) or until you no longer feel unwell.

It is particularly important to avoid close contact with anyone who you know is at higher risk of becoming seriously unwell if they are infected with COVID-19 and other respiratory infections, especially those whose [immune system means that they are at higher risk of serious illness, despite vaccination](#).

## **Children and young people (aged 18 years and under) who have symptoms of a respiratory infection, including COVID-19**

Respiratory infections are common in children and young people, particularly during the winter months. Symptoms can be caused by several respiratory infections including the common cold, COVID-19 and RSV.

For most children and young people, these illnesses will not be serious, and they will soon recover following rest and plenty of fluids.

Very few children and young people with respiratory infections become seriously unwell. This is also true for children and young people with long-term conditions. Some children under 2, especially those born prematurely or with a heart condition, can be more seriously unwell from [RSV](#).

### **When children and young people with symptoms should stay at home and when they can return to education**

Children and young people with mild symptoms such as a runny nose, sore throat, or slight cough, who are otherwise well, can continue to attend the nursery.

Children and young people who are unwell and have a high temperature should stay at home and avoid contact with other people, where they can. They can go back to school, college or childcare, and resume normal activities when they no longer have a high temperature and they are well enough to attend.

If a child or young person has a positive test result for Covid-19, they should not attend the setting for 3 days after the day of the test. This guidance is taken from the government [Exclusion table](#).

All children and young people with respiratory symptoms should be encouraged to cover their mouth and nose with a disposable tissue when coughing and/or sneezing and to wash their hands after using or disposing of tissues.

It can be difficult to know when to seek help if your child is unwell. If you are worried about your child, especially if they are aged under 2 years old, then you should seek medical help.

### **Face coverings**

Face coverings are no longer required within the nursery.

### **Confirmed case of Covid-19 in the setting**

We will follow the most up to date advice from UK Health Security Agency (UKHSA).

The local authority or Ofsted do not need to be informed of any confirmed Covid-19 cases.

We will inform the local authority and Ofsted if we have to close or partially close the nursery for Covid related reasons.

If a member of staff has a confirmed case of Covid-19 it is recommended that they stay at home for 5 days.

### **COVID-19 vaccine**

If an individual has been vaccinated with a COVID-19 vaccine, they are less likely to catch COVID-19, and to become severely ill if they do catch it. They are also less likely to spread COVID-19 to other people, but it is still possible for this to happen.

Staff are encouraged to have the COVID-19 vaccine.

### **Personal Protective Equipment (PPE)**

At Claverham Day Nursery we currently use aprons and gloves for dealing with toileting, first aid and spillages of bodily fluid, this remains essential.

The hygiene practices that are already established in the nursery, including hand hygiene, will continue to provide an effective level of protection where no symptoms are present.

### **Cleaning of the nursery**

The nursery will be cleaned at the end of the each day.

AX Ultra spray will be used to clean hard surfaces and toys. This is a bactericidal and viricidal product.

# **DATA PROTECTION AND INFORMATION SECURITY POLICY**

## **1. Introduction**

Claverham Day Nursery collects and uses personal information about staff, children, parents and other individuals who come into contact with the nursery. This information is gathered in order to enable the nursery to provide care, education and other related services. There is also a legal requirement for nurseries to collect and use information to ensure that the nursery complies with its statutory obligations.

## **2. Definitions**

Data Protection legislation places obligations on all those who process personal data and defines the following roles:-

Data Controller – the person or organisation that determines the purpose of processing i.e. decides how and why data is used. The nursery is therefore a data controller.

Data Processors – the person or organisation that processes data on behalf of the controller. The nursery is sometimes a data processor.

Data Subjects – the individuals whose information is collected and processed (forexample pupils, parents, carers, members of staff)

ICO – Information Commissioner's Office

## **3. Registration**

The Nursery, as a data controller, has to register with the ICO and maintain a record of the information it holds and the purposes for which it obtains and uses personal data (including disclosure in any form to third parties). These details must be kept up to date and available for inspection by the Information Commissioner's Office.

## **4. The Information Commissioner**

The Information Commissioner is the body that oversees compliance with Data Protection legislation, and has powers to force organisations to process personal data lawfully.

Where a data subject is unhappy with some aspect of the processing of their personal information they have the right to complain to the Information Commissioner.

It is recommended that any such issue should be resolved locally between the nursery and the individual concerned where possible. Any enquiries subsequently received from the Information Commissioner will be referred to the nursery's Data Protection Officer.

## **5. Purpose**

This policy is intended to ensure that personal information is dealt with correctly and securely and in accordance with Data Protection and other related legislation. It applies to information held and processed by the nursery regardless of the way it is collected, used, recorded, stored and destroyed, and irrespective of whether it is held in paper files or electronically.

All staff involved with the collection, processing and disclosure of personal data will be aware of their duties and responsibilities and are required to comply with this policy.

## **6. Policy statement:**

Claverham Day Nursery is committed to ensuring that all information is collected, processed, maintained and disclosed in accordance with the principles that personal data will be:



- processed lawfully, fairly and in a transparent manner
- collected and used for specified, explicit and legitimate purposes and not further processed in an incompatible way ('purpose limitation')
- adequate, relevant and limited to what is necessary for the purpose for processing ('data minimisation')
- accurate and where required, rectified without delay ('accuracy')
- not be kept in an identifiable form for longer than necessary ('storage limitation') i.e. in line with the nursery's retention schedule
- information must be appropriately secured/protected against unauthorised or unlawful processing, accidental loss, destruction or damage using appropriate technical or organisational measures ('integrity and confidentiality'). This includes:
  - **using appropriate means of transmitting data**
  - secure storage / disposal of personal information
  - **where processing is sub-contracted or outsourced (e.g. payroll, disposal of confidential waste paper) there must be suitable Data Protection clauses in the contract**

Personal information must also:

- be processed in accordance with the rights of data subjects e.g. right of access, right of erasure, rectification, restriction, portability and the right to object to certain processing (see section 12)
- not be transferred to countries outside the European Economic Area without adequate protection

## 7. General Statement

Claverham Day Nursery is committed to maintaining the above principles at all times. Therefore the nursery will:

- Inform individuals why the information is being collected
- Inform individuals when their information is shared, and why and with whom it was shared
- Check the quality and the accuracy of the information it holds
- Ensure that information is not retained for longer than is necessary
- Ensure that when obsolete information is destroyed that it is done so appropriately and securely
- Ensure that clear and robust safeguards are in place to protect personal information from loss, theft and unauthorised disclosure, irrespective of the format in which it is recorded
- Share information with others only when it is legally appropriate to do so
- Set out procedures to ensure compliance with the duty to respond to requests for access to personal information, known as Subject Access Requests
- Ensure our staff are aware of and understand our policies and procedures

## 8. Responsibilities

All employees, the senior management team, link governor and any other individual handling personal information on behalf of the nursery have a responsibility to ensure that they comply with Data Protection legislation and the nursery's policies.

The nursery ensures that all staff who are involved in processing personal data complete the nursery's mandatory data protection training.

## 9. The legal basis

The nursery must comply with all relevant UK and European Union legislation, including:

- Human Rights Act 1998
- Data Protection Legislation (Data Protection Act 1998, GDPR, Data Protection Act 2018)
- Freedom of Information Act 2000
- Common law duty of confidence
- Copyright, Designs and Patents Act 1988
- Computer Misuse Act 1990
- Health and Safety at Work Act 1974
- Privacy and Electronic Communications (EC Directive) Regulations 2003

## 10. Information and data definitions

Information is the product of a collection of data and expressed views and opinions based upon it. It can be held and used in many forms including, but not limited to, electronic records, hard copy (paper, fiche) phone calls and conversations. For the purpose of this policy information and data can be regarded as being the same.

This policy relates primarily to any personal data i.e. data relating to individuals or personally identifiable data.

- **Personally Identifiable data** is any data relating to an individual ('data subject') who can be identified directly or indirectly by an identifier such as name, ID number, unique pupil number, location data (e.g. address), online identifier (e.g. IP address) or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.
- **Special Category Data** is sensitive personal data (which requires extra protection) and includes any information that may identify an individual's:
  - racial or ethnic origin,
  - political opinions,
  - religious or philosophical beliefs,
  - trade union membership,
  - health,
  - sex life/orientation
  - genetic/biometric identifier

Information that is **confidential** but doesn't relate to an individual or individuals includes the following:

- Nursery business or corporate records containing organisationally or publicly sensitive information
- Any commercially sensitive information such as information relating to commercial proposals or current negotiations
- Politically sensitive information
- Information relating to security, investigations and proceedings
- Any information which, if released, could cause problems or damage to individuals, the public, the nursery or another organisation. This could be personal, financial, reputation or legal damage.

## 11. Data Protection by Design

Whenever a new policy, procedure, system or database involving personal data is proposed a Data Protection Impact Assessment (DPIA) will be completed. This will be used to identify and reduce any risks to privacy and potential risks of harm to individuals through the misuse of their personal information.

The nursery also recognise that in some circumstances it will be mandatory to conduct a DPIA where processing is likely to result in a high risk to individuals.

DPIAs will be approved by the Data Protection Officer.

## **12. Data Subject Rights (Subject Access Requests - SARs)**

Any person wishing to exercise their rights under data protection legislation can do so by completing the [Subject Access Request form](#) or by contacting the nursery manager on 01424 774548.

Completed forms can be emailed to [nursery@claverham.org](mailto:nursery@claverham.org) or sent to Claverham Day Nursery, North Trade Road, Battle, East Sussex, TN33 0HT

Requests will be processed within 1 month of receipt of the request unless the request is complex (or if multiple requests are received from the same person)

Examples of when a request may be considered complex:

- it involves retrieval and appraisal of information from multiple sources
- it involves the retrieval of large volumes of information for one data subject which are difficult to separate from information relating to other data subjects
- it is one in a series of requests from the same individual
- it involves the release of third party data for which consent has been refused or cannot be obtained

In these cases a 3 month deadline for responding to the request will apply. For complex requests likely to take over 1 month, the applicant will be notified of this within the initial 1 month period.

### *Right of Access*

Under data protection legislation every individual has the right of access to information relating to them. This right is called Subject Access. Any person wishing to make a Subject Access request can do so by following the instructions above. Personal information will never be disclosed verbally in response to a request.

Written consent will always be required from any person nominating a third party to request information on their behalf. Parents may make requests on behalf of their children but if the child is 13 years or older, the child must also provide written consent for the parent to make the application on their behalf.

A nominated person may make an application on behalf of anyone lacking mental capacity who would otherwise have the right to request access to their records. In these circumstances, the person making the application must have proof of a valid Lasting Power of Attorney or an Enduring Power of Attorney or proof of Court- appointed Deputyship.

No information relating to any other person (other than the individual requesting the information) will be disclosed as part of a subject access disclosure.

Any information that may prejudice the prevention and detection of crime may be exempted from disclosure. There are also a number of other exemptions which may be applied and these will be explained on an individual basis.

### *Right of erasure*

This right allows individuals to request that their personal data is deleted where there is no justification for its continued use. It only applies, however, when:

1. The data is no longer necessary for the reason(s) for which it was originally collected
2. The data subject provided consent for the nursery to process their data but has subsequently withdrawn this consent
3. That data subject has objected to the nursery processing their data and there are no overriding grounds for continuing to process it
4. The data was processed in breach of the GDPR i.e. it was unlawfully processed
5. There is a legal requirement to erase the data
6. The data was collected with parental consent when the data subject was a child and they no longer wish for their data to be held

The nursery will also decline a request for erasure:

1. When we have a legal obligation or it is part of our official authority to process the data
2. For public health reasons
3. For certain archiving activities
4. When we need the data in connection with a legal claim

#### *Right to rectification*

If data subjects believe that any of the personal data the nursery holds about them is inaccurate or incomplete they are entitled to ask for it to be rectified. This will be looked at in the context of why the nursery is processing the information any necessary steps will be taken to supplement the information held in order to make it complete.

#### *Right to restriction*

In certain circumstances data subjects have a right to request that we temporarily restrict processing and access to their data. This will apply:

1. Whilst establishing accuracy of data, if a data subject has contested this
2. Whilst we follow up any objection raised by a data subject to the nursery processing their data.
3. When data has been processed unlawfully but the data subject does not want us to erase it and have asked, instead, for us to restrict processing of the data.
4. When we no longer need the data but the data subject has advised us that they need it in connection with a legal claim.

The right to restrict data doesn't apply if:

1. The processing is necessary for the nursery in connection with a legal claim
2. It is necessary for the protection of another person
3. There are substantial public interest reasons for continuing to process the data

#### *Right to portability*

Data subjects have a right to request that their data be transferred electronically to another organisation.

This only applies when:

1. The data subject themselves supplied the information and provided consent for the

- processing; or
- 2. The data is being processed as part of a contract to which the data subject is party; and
- 3. The data is held electronically (not in paper files)

### *Right to object*

Data subjects have the right to object to their information being processed in the following circumstances:

- If the nursery has decided that processing is necessary either to a) perform a task carried out in the public interest or b) as part of the nursery's official authority or legitimate interest and the data subject feels this is not applicable.  
Information about why the nursery is processing information (the legal justification) can be found in the nursery's privacy notice.
- If the nursery retains information in defence or potential defence of a legal claim but the data subject believes there are insufficient grounds to do so.

Data subjects also have a right to object to their data being used for direct marketing purposes at any time and the nursery will cease processing for this purpose if an objection is raised.

If the nursery uses IT systems to make automatic decisions based on personal data individuals have a right to object and:

- request human intervention in the decision making
- be able to express their point of view
- obtain an explanation of how a decision has been reached
- challenge the decision

This right does not exist if the automated decision making:

- is necessary to fulfil a contract to which they are party
- is authorised by law
- the data subject has consented to the processing

Individuals also have the right to object to data being used for research purposes unless the research is being undertaken in the wider public interest which outweighs a data subject's right to privacy.

### *Right to be Informed*

The nursery issues a privacy notice which explains what information the nursery is processing, the legal basis for this, the purpose of processing, who the information is shared with and other information required by data protection legislation. The current privacy notice is available on the nursery's website (<https://nursery.claverham.e-sussex.sch.uk/wp/>).

## **13. Breaches of Data Protection**

The nursery has a data breach management process which all staff are aware of and have received appropriate training to help them recognise and react appropriately to data breaches. All breaches or suspected breaches of Data Protection legislation will be reported to the nursery's Data Protection Officer who will ensure the process is adhered to and ensure breaches are reported to the ICO where necessary.

## 14. Information security

Information Security covers the creation, acquisition, retention, transit, use, and disposal of all forms of information.

It applies to all employees and the link Governor; it also applies to volunteers, work experience candidates, and all staff of service delivery partners and other organisations who handle information for which the nursery is responsible. It will form the basis of contractual responsibilities in contracts with Data Processors where reference is made to the nursery's Data Protection and Information Security Policy.

It is the policy of the Nursery that:

- we will protect information from a loss of:
  - confidentiality (ensuring that information is accessible only to authorised individuals)
  - integrity (safeguarding the accuracy and completeness of information)
  - availability (ensuring that authorised users have access to relevant information when required)
  - relevance (only keeping what we need for as long as it is needed)
- we will meet all regulatory and legislative information management requirements
- we will maintain business continuity plans
- we will deliver appropriate information security training to all staff
- we will make available appropriate and secure tools to all staff
- we will report and follow-up all breaches of information security, actual or suspected

Guidance and procedures will be maintained to support this policy. These will include procedural standards for individuals with access to information.

System operating procedures will be developed and maintained to ensure compliance with this policy.

Information systems are checked regularly for technical compliance with relevant security implementation standards.

Operational systems are subjected to technical examination to ensure that hardware and software controls have been correctly implemented.

## 15. Management of Information

The Nursery will manage information in accordance with the principles and procedures within this policy and other relevant policies and standards. The following principles apply to how we handle information in the nursery:

- All identifiable personal information is treated as confidential and will be handled in accordance with the relevant legal and regulatory protocols.
- All identifiable information relating to staff is confidential except where national policy on accountability and openness requires otherwise.
- Procedures will be maintained to ensure compliance with Data Protection legislation, The Human Rights Act 1998, the common law duty of confidentiality, the Freedom of Information Act 2000 and any other relevant legislation or statutory obligation.
- Information is recorded, used and stored to protect integrity so that it remains accurate and relevant at all times.

## 16. Nursery records

We will create and maintain adequate pupil, staff and other records to meet the nursery's business needs and to account fully and transparently for all actions and decisions. Such records can be used to provide credible and authoritative evidence where required; protect legal and other rights of the nursery, its staff and those who have dealings with the nursery; facilitate audit; and fulfil the nursery's legal and statutory obligations.

Records will be managed and controlled effectively to fulfil legal, operational and information needs and obligations in the most cost-effective manner, in line with the nursery's Records Management and Electronic Records Management policies.

## 17. Contacts

### Data Protection Officer

Mr Roger Simmons	07704838512	<a href="mailto:rsimmonsltd@gmail.com">rsimmonsltd@gmail.com</a>
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### Office of the Information Commissioner

The Information Commissioner's Office  
Wycliffe House  
Water Lane Wilmslow  
Cheshire SK9 5AF

website: [www.ico.gov.uk](http://www.ico.gov.uk)

# **DIGITAL IMAGE AND MOBILE PHONE POLICY**

## **1. Introduction**

- 1.1. The use of cameras and devices with cameras should be considered an essential and integral part of everyday life. As such, children, practitioners and their managers should be encouraged to use such technology in a positive and responsible way.
- 1.2. It is recognised however, that digital technology has increased the potential for cameras and images to be misused and inevitably there will be concerns about the risks to which children may be exposed.
- 1.3. Practical steps must be taken to ensure that the use of cameras and images is managed sensitively and respectfully. A proactive and protective ethos should be reflected which will aim to promote effective safeguarding practice.
- 1.4. It must however be acknowledged that technology itself will not present the greatest risks, but the behaviours of individuals using such equipment.

## **2. Aim**

- 2.1. The Digital Image and Mobile Phone Policy aims to ensure safer and appropriate use of cameras and images through agreed acceptable use procedures. This is in line with legislative requirements and aims to respect the rights of all individuals.

## **3. Scope**

- 3.1. The Digital Image and Mobile Phone Policy will apply to all individuals who have access to and / or are users of work-related photographic and video equipment. This will include children, parents and carers, early years practitioners and their managers, volunteers, students, committee members, visitors, contractors and community users. This list is not exhaustive.
- 3.2. The Digital Image and Mobile Phone Policy applies to the use of any device with a camera. This includes mobile phones and portable gaming devices with inbuilt cameras as well as other forms of digital technology and resources for storing and printing images.

## **4. Responsibilities**

- 4.1. The Designated Safeguarding Lead (DSL) is responsible for ensuring the acceptable, safe use and storage of all camera technology and images. This includes the management, implementation, monitoring and review of the Digital Image and Mobile Phone Policy.
- 4.2. Further details on the responsibilities of the Designated Safeguarding Lead, registered person, practitioners and their managers, parents and carers and children are to be found in the Acceptable Use Policy.

## **5. Legislative framework**

- 5.1. This policy complies with the requirements of the Data Protection Act 2018, General Data Protection Regulations (GDPR), Freedom of Information Act 2000, Human Rights Act 1998 and other relevant Acts regarding the taking and use of photographic images of children.
- 5.2. All images will be used in a manner that meets the requirements of the six Data Protection Principles.
- 5.3. This means that images will be:
  - Fairly and lawfully processed
  - Processed for limited, specifically stated purposes only
  - Used in a way that is adequate, relevant and not excessive
  - Accurate and up-to-date
  - Kept on file for no longer than is necessary
  - Processed in line with an individual's legal rights
  - Kept securely
  - Adequately protected if transferred to other countries
- 5.4. Most organisations that process personal data must register under the Data Protection Act with the Information Commissioners Office. Some settings may be exempt and further details (including details of the new GDPR legislation) can be found at [www.ico.gov.uk](http://www.ico.gov.uk).

## **6. Code of conduct**

- 6.1. All early years practitioners and their managers must ensure that the policy and procedures included herein are adhered to at all times. The Digital Image and Mobile Phone Policy should be considered



- in conjunction with the Acceptable Use Policy and the Misuse of Information Communication Technology Policy.
- 6.2. The use of cameras and other photographic equipment should be authorised by the Designated Safeguarding Lead. It must be recognised that individuals may be given different levels of responsibility in terms of authorised use.
  - 6.3. Wherever practical, cameras and other photographic equipment should be designed for work-related purposes only. The use of personal photographic equipment should be avoided. If such use is allowed, authorisation must be obtained from the Designated Safeguarding Lead and all relevant details of use should be recorded.
  - 6.4. The transferring of images via unprotected USB sticks, unfiltered web mail or unprotected mobile media should be avoided. If remote access is given to the servers or systems where images are to be stored, access will only be given as authorised by the Designated Safeguarding Lead. Any personal data stored on servers outside of the UK must comply with standards designated by UK Data Protection Law.
  - 6.5. The Designated Safeguarding Lead must reserve the right to view any images taken and/or to withdraw or modify an individual's authorisation to take or make images at any time. Practitioners and their managers must ensure that all images are available for scrutiny and be able to justify any images in their possession.
  - 6.6. The Designated Safeguarding Lead is responsible for ensuring the safe storage of all images, in accordance with the Digital Image and Mobile Phone Policy and the advice given by the UK Information Commissioners Office concerning the secure storage of personal data.
  - 6.7. Early years practitioners and their managers have a duty to report any concerns relating to potential misuse. Clear whistle-blowing procedures should be in place. An anonymous reporting system will also be promoted and used to facilitate this process.

## **7. Consent**

### **7.1. Statement of intent**

- 7.1.1. General signed consent to take photographs or record images of children should be requested from the parent or carer on enrolment of their child. The purpose for taking any images should be clearly explained and agreed. Any consent given is to be reviewed on a regular basis (of a period of no more than one year) until such time the child or young person no longer attends the setting. This consent will cover the taking of images for general purposes, such as taking photographs which will be used to document children's learning.

### **7.2. Procedures**

- 7.2.1. Individuals who do not have parental responsibility, such as childminders, friends or other relatives will not be able to give such consent. Only consent provided by a parent or carer with parental responsibility is to be accepted.
- 7.2.2. The parent or carer will reserve the right to refuse or withdraw their consent at any time. Partial or restricted consent may also be given where deemed necessary by the parent or carer.
- 7.2.3. Specific consent for the use of images for purposes other than those previously stated and agreed will be requested, for example, should images be required for publicity materials or to support the training needs of practitioners and their managers. Such consent will detail how the photographs are to be used and for what period of time such permissions will cover.
- 7.2.4. Images of children who no longer attend the setting should not be used, unless specific consent has been obtained to cover this extended period. Generally, consent to use images will lapse should a child leave the setting.

## **8. Images**

### **8.1. Statement of intent**

- 8.1.1. It is recognised that children and could be exposed to potential risk should images be misused, including:
  - the making, taking and distribution of inappropriate and indecent images;
  - grooming (the process by which child sex offenders and paedophiles will befriend victims through direct or indirect contact, often preceded by efforts to gain personal information about the child or young person).
- 8.1.2. It should be remembered that such incidents fortunately remain very rare; but it should also be understood that detailing such concerns will often raise further anxieties and will make

many individuals feel uncomfortable. It must be acknowledged however, that the first step towards minimising any danger is to have a fuller understanding of what constitutes a risk and what behaviours may compound it.

- 8.1.3. Protective and precautionary measures should therefore be considered when taking, making or using images of children; and therefore practitioners and managers should be expected to agree and sign up to an Acceptable Use Agreement (in line with the Acceptable Use Policy).

## **8.2. Procedures**

- 8.2.1. The purpose and context for any proposed image should always be considered.
- 8.2.2. Sensitivity must be shown to any child or young person who appears uncomfortable; and the potential for misinterpretation must be recognised. Images should therefore not be taken of any child or young person against their wishes.
- 8.2.3. The taking or making of images of a child in a one to one situation with an adult must be avoided whenever possible; unless there is an agreed, specified reason for doing so. It must be recognised that the context of such situations is likely to be perceived as sensitive and the use of cameras will be seen as intrusive and open to misinterpretation. It should be recognised that this may leave both the adult and child in a vulnerable position and is therefore not accepted practice.
- 8.2.4. Photographs should not be taken of any child or young person if they suffer an injury; whether it is accidental or non-accidental. This will be deemed a misuse of power which will potentially cause the child or young person to become distressed or to feel humiliated. Where necessary, medical help should be sought, and in the case of a suspected non-accidental injury, the Safeguarding Policy should be implemented with immediate effect.
- 8.2.5. Images which may cause distress, upset or embarrassment must not be used.
- 8.2.6. Images of children must only be taken when they are in full and suitable dress. In no circumstances are images to be taken of children in any state of undress. Should children be participating in sport activities, careful consideration must be given to the appropriateness of taking such images, in particular the angle at which shots are taken.
- 8.2.7. The taking or making of images in sensitive areas of the setting, for example toilet cubicles and changing areas, are not permitted.
- 8.2.8. It should be ensured that where a child's name or any other identifying information does not appear in any caption or accompanying text alongside their photograph, for example on displays, documentation panels and name card. Particular care should be taken where such images are likely to be viewed by others, including the general public.
- 8.2.9. Consideration should always be given where images are published. This will also include where parents are encouraged to be involved with online learning journeys. These systems must be designed to enable parents and carers to access their own child's photographs and work safely. Where parents take photographs of their child at a group event, they should be made aware of expectations of how that image may be used. Images and videos should be used for their own or family's personal use only and parents / carers should be encouraged to:
  - think about privacy and who has the right to see their images, not only of their own child but of others;
  - think about the implications of sharing the images online. If the images are shared online then they must make sure they are limited to immediate family only and not made public.

## **9. Use of images of children by the media**

### **9.1. Statement of intent**

- 9.1.1. There may be occasions where the press are invited to a planned event to take photographs of the children who take part. It should be noted that the press enjoy special rights under the Data Protection Act, which permit them to publish material for journalistic purposes.
- 9.1.2. Generally, parents and carers will take pride in 'press cuttings'. For the majority, this pride will often outweigh any fears about the image and / or information being subject to misuse. However, some parents may object to information about, and images of, their own children being published. As a result, it should be ensured that parental / carer consent has been sought before the press is given any access to children. If a parent or carer chooses not to give permission for their child to be photographed in such circumstances, this right must be observed at all times.

### **9.2. Procedures**

- 9.2.1. The manner in which the press will use images is controlled through relevant industry codes of practice as well as the law. In this way a check is put on the potential improper use of images of children by the press. Additional checks should however also be carried out by the Designated Safeguarding Lead. This ensures that broadcasters and press photographers are made aware of the sensitivity in respect of detailed captioning, one to one interviews, and close up sports photography.
- 9.2.2. Where a press photographer is invited to celebrate an event, every effort should be made in advance to ensure that the newspaper's (or other relevant media) requirements are able to be met. Where, for example, a newspaper is invited to take photographs of children, it is usual practice for names to be provided. Newspapers will be very unlikely to print anonymous photographs. You may request that only first names are used however responsibility and liability cannot be held for the actions of a third party organisation, should they choose not to abide by any of those requests.
- 9.2.3. The identity of any press representative must always be verified. Access will only be permitted where the event is planned, and where press are specifically invited to attend. No authorisation will be given to unscheduled visits by the press under any circumstances. In the event that the press should turn up uninvited for reasons beyond the control of the setting, every reasonable effort will be made to ensure that children and parents and carers are protected from any press intrusion.
- 9.2.4. Every effort should be made to ensure that the press abide by any specific guidelines if requested by the setting. No responsibility or liability can be claimed for situations beyond reasonable control, and where the setting is considered to have acted in good faith.

## **10. Use of a professional photographer**

### **10.1. Statement of intent**

- 10.1.1. It should be ensured that any professional photographer engaged to record any events is prepared to work according to the terms of this policy document and the following guidelines:
  - In the context of data protection legislation, the photographer will be considered a 'data processor' and any agreement with them will be in accordance with the Data Protection Act 2018, General Data Protection Regulations (GDPR),
  - Photographers will only be used where they guarantee to act appropriately to prevent unauthorised or unlawful processing of images; and will insure against accidental loss or destruction of, or damage to, personal data

### **10.2. Procedures**

- 10.2.1. Photographers should be expected to demonstrate that they have agreed to ensure:
  - compliance with the Data Protection Act 2018 and General Data Protection Regulations (GDPR);
  - images are only used for a specified purpose and will not be used in any other context
  - images are not disclosed to any third party unless it is a specific requirement to do so in order to fulfil the requirements of the agreement. Such use will also be subject to parental/ carer permission;
- 10.2.2. Care should be taken when choosing photography agencies and/or professional photographers.
- 10.2.3. Details of any checks regarding suitability, which may include evidence of Disclosure and Barring Service checks, will be requested. Photographic identity should be checked on arrival. If there are any concerns in respect of the authenticity of any photographer, entry will be refused. Such concerns should be reported.
- 10.2.4. Photographers should be treated as any other visitor. As such, appropriate levels of supervision should be in place at all times. This will ensure that no unsupervised access to children is given.

## **11. Children photographing each other**

### **11.1. Statement of intent**

- 11.1.1. Children may on occasion be given the opportunity to photograph each other and their surroundings. This practice will often occur during off-site activities and for most children it will be normal practice to take photographs to record a trip or event. Children may also be given access to cameras within the setting environment to support their learning and development needs. These activities should be encouraged in a safe and enabling environment.

## **11.2. Procedures**

- 11.2.1. Practitioners and their managers should discuss and agree some age appropriate acceptable use rules with children regarding the appropriate use of cameras.

## **12. Parents photographing their children**

### **12.1. Statement of intent**

- 12.1.1. Parents and carers are not covered by the Data Protection Act 2018 and General Data Protection Regulations (GDPR) if they take photographs or make a video recording for their own private use. The Act does not prevent parents and carers taking photographs or making video recordings of their own children within the setting environment, for example during nativity plays.
- 12.1.2. The right to refuse parents and carers the opportunity to take photographs and make videos is however reserved.

### **12.2. Procedures**

- 12.2.1. Parents and carers should complete a Photography Acceptable Use Agreement if they wish to take or make any recordings within the setting environment. Authorised use will only be permitted on agreed dates and times, and within designated areas of the setting.
- 12.2.2. Parents and carers will only be permitted to make recordings or take photographs of any event for their own personal use. The use of such images and recordings for any other purpose and without express permission should not be allowed.
- 12.2.3. Parents or carers who are authorised to use photographic equipment should be encouraged to be mindful of others when making and taking such images. This ensures minimum disruption to other parents and carers during any event or production. The right to withdraw consent will be maintained and any images or filming must be open to scrutiny at any time.

## **13. Closed circuit television (CCTV)**

### **13.1. Statement of intent**

- 13.1.1. CCTV may be used for the following purposes:
  - to control access;
  - to monitor security;
  - for site management, for example monitoring incorrect parking, manoeuvring vehicles and delivery arrivals;
  - for monitoring purposes, particularly within the building, in corridors and areas out of sight or not frequently trafficked by early years practitioners, for example in the vicinity of toilets (but not in toilet cubicles);
  - for general and focussed observations of children, practitioners and their managers ;
  - to act as an effective deterrent to prevent crime and to discourage trespass.

### **13.2. Procedures**

- 13.2.1. All areas which are covered by CCTV must be well signposted, and notifications should be displayed so that individuals are advised before entering such vicinity.
- 13.2.2. If CCTV is used within the setting, the manufacturer's instructions, data protection and information sharing guidelines should be followed at all times. This should include the appropriate storage and disposal of all recordings.
- 13.2.3. Recordings should be retained for a limited time period only and for no longer than their intended purpose. This will generally be a maximum of no more than 30 days. All recordings should be erased before disposal.
- 13.2.4. Regular auditing of any stored images should be undertaken by the Designated Safeguarding Lead.
- 13.2.5. Every effort will be made to avoid inadvertently taking inappropriate images and therefore cameras will be placed and positioned sensitively. No cameras should be pointed directly at toilet cubicles or any other sensitive areas within the setting environment.
- 13.2.6. Images taken outside of operational hours should be erased in accordance with the procedures previously identified.

## **14. Web-cams**

### **14.1. Statement of intent**

- 14.1.1. Parental consent must be obtained before web-cams are used within the setting environment. Before seeking such consent, full details of why a web-cam is to be used should be provided.

This should also include information on the use of images, who is to be given authority to view them, and the security measures which will be implemented to prevent unauthorised access.

#### **14.2. Procedures**

- 14.2.1. The regulations which apply to web-cams regarding signage should be the same as for CCTV.
- 14.2.2. If filming takes place, children, parents and carers, practitioners and their managers should be consulted. Written consent should be obtained from all parents and carers.
- 14.2.3. The details for the storage and disposal of recordings should be the same as for CCTV.

### **15. Mobile Phones**

#### **15.1. Statement of Intent**

- 15.1.1. The aim of the Digital Image and Mobile Phone Policy is to protect children from harm, by ensuring the appropriate management and use of images captured on mobile phones by all individuals who come into contact with the setting.
- 15.1.2. Children should also be empowered with the skills to manage the changes in technology in a safe and appropriate way; and to be alert to the potential risks of such use.
- 15.1.3. This should be achieved through balancing protection and potential misuse. Alongside the potential risks, mobile phones continue to be effective communication tools. This in turn contributes to safeguarding practice and protection.

#### **15.2. Procedures**

- 15.2.1. Clearly defined policies and procedures help to ensure effective safeguarding practices which protect children from harm and exposure to behaviours associated with misuse. Care should be taken to ensure that mobile phones do not cause unnecessary and/or unsafe disruptions and distractions in the workplace.
- 15.2.2. Acceptable use and management of mobile phones should be agreed by all service users. There should be clear expectations and agreement about when and where personal use of mobile phones is allowed. Safe and secure storage facilities should be made available to staff to store personal devices as necessary.
- 15.2.3. The recording, taking and sharing of images, video and audio on mobile phones must confirm to the guidance specified within the Digital Image and Mobile Phone Policy. Such authorised use should be monitored and recorded. All mobile phone use should be open to scrutiny and the Designated Safeguarding Lead may withdraw or restrict authorisation for use at any time if it is necessary.
- 15.2.4. Practitioners and their managers should not use their own personal mobile phones for contacting children, parents and carers, unless it is an emergency.
- 15.2.5. All users, including parents, carers, visitors and contractors should be advised that their mobile phones are not to be used in designated mobile use free areas. If it is necessary for mobile phone calls and/or texts to be taken or made, any unnecessary disturbance or disruption to children must be avoided. Images, video or audio recordings should only be made in accordance with this policy.
- 15.2.6. Parents and carers are encouraged to film their child at special events, but are expected to support the setting in keeping children safe by considering the following, in line with the guidance within the Digital Image and Mobile Phone Policy:
  - images and video should be for their own or family's personal use only;
  - if images are shared online, access should be limited to immediate family only and not public.
- 15.2.7. All individuals who bring personal devices into the early years setting must ensure that they hold no inappropriate or illegal content.

#### **15.3. Work Mobile**

- 15.3.1. The use of a designated work mobile should be promoted as:
  - an effective communication tool, enabling text, email messages and calls to be made and received;
  - an essential part of the emergency toolkit which is to be taken on short trips and outings;
  - a back-up facility should landline facilities be unavailable – or where contact needs to be made outside of operational hours.
- 15.3.2. Effective security procedures should be put in place to safeguard against potential misuse. Only authorised individuals should have access to the work mobile, which should be password protected, and stored securely when not in use.

15.3.3. Personal calls should not be made on the work mobile phone, other than in circumstances to be agreed. Personal contact may be permitted via the work mobile in the event of an emergency. All such communications should be logged.

15.3.4. The work mobile phone is to be clearly labelled as such.

#### **15.4. Driving**

15.4.1. Practitioners and their managers who are required to drive on behalf of the setting must ensure any work and / or personal mobile phones are switched off whilst driving. When driving on behalf of the setting, practitioners and their manager should not make or take a phone call, text or use the enhanced functions of a mobile phone. This also applies to the use of hands-free and wireless connections, which can be a distraction rather than a safer alternative.

#### **15.5. Safe Storage**

15.5.1. A designated safe and secure area should be made available to practitioners and their managers for the storage of personal belongings including personal mobile devices.

15.5.2. Practitioners and their managers should recognise that any belongings left in such storage areas are left at their owner's risk. It is recommended that if mobile phones are stored, they should be security marked, password protected and insured. No liability for loss and/or damage can be accepted.

#### **15.6. Emergency Contact**

15.6.1. Mobile Phones provide direct contact to others, and will often provide necessary reassurances due to their ease of access, particularly at difficult times. Agreed acceptable use of mobile phones should therefore be promoted. This affords practitioners and managers peace of mind, by reducing stress and worry and therefore allows them to concentrate more fully on their work. Such use must be subject to management, monitoring and review.

### **16. Use of internet / intranet sites**

16.1. Refer to the Internet Policy guidance.

### **17. Website**

#### **17.1. Statement of intent**

17.1.1. The posting of images on websites may raise particular issues and concerns.

17.1.2. There is a risk that such images could be subject to manipulation and circulation without consent or even knowledge. The risk that children could be exploited in some way after having their image displayed should also be acknowledged.

#### **17.2. Procedures**

17.2.1. Displaying images of children on the setting's external website should be avoided wherever possible. If images are to be displayed, explicit consent from the parent or carer is required. Under no circumstances should a child's photo be published on any insecure social networking sites, such as Facebook, Instagram, Snapchat, YouTube, Twitter etc.

17.2.2. The use of secure online learning systems such as Tapestry, Babysdays, eyLog etc should be promoted. Images of children can be securely posted and such use is therefore encouraged. Uploading of images to these sites will be covered by the Photography Acceptable Use Agreement.

### **18. Learning journeys**

#### **18.1. Statement of intent**

18.1.1. Under the Early Years Foundation Stage, practitioners and their managers are encouraged 'to track children's progress and have a system for channelling the wealth of information gathered about individual children into a manageable summary. Detailed individual activity in a particular context, photos and special moments contained in a child's portfolio all document the child's unique learning journey'. Such portfolios are known as learning journeys and these are used to document and monitor the individual learning and development progress of each child in the early years age group (birth to five years).

#### **18.2. Procedures**

18.2.1. The information contained within each learning journey relates to an individual, identifiable child; therefore it should be treated as personal data. This means that such information

should be stored securely when not in use. The aim is to avoid unauthorised access to potentially sensitive data.

- 18.2.2. A code of practice trust statement should be advocated to protect and promote the welfare and individual rights of children. Details of this code of practice will therefore be included in a Learning Journey Trust Statement. It must be displayed on the front cover of all individual learning journeys.
- 18.2.3. Consent must be obtained from parents and carers if their child is photographed amongst a group of children; and where the image is included in a learning journey belonging to another child.
- 18.2.4. Where possible, therefore, 'blanket' consent should be requested from parents and carers for group images to be included in the learning journeys of other children. Parents and carers should also be permitted to restrict their consent. This may mean that group images can only be included in specified learning journeys, for example, those which belong to close friends. If it is not possible to obtain consent, the relevant image should not be shared across the learning journeys of other children.
- 18.2.5. Individual learning journeys, constructed by practitioners and their managers, are provided for the benefits of the individual child and their parents or carers. Parents and carers should therefore be given the responsibility for choosing what to do with any personal data contained in the learning journey, once it is in their possession. However, parents must be made aware that they are not permitted to 'publicise' another child or young person without the express agreement of the parent or carer concerned. Parents and carers must therefore be reminded that they must not share, distribute or display those images without relevant authorisation and consent from the parent and carers of all children captured in any of the photographs.

## **19. Practitioners training portfolios**

### **19.1. Statement of intent**

- 19.1.1. During training, practitioners may be required to compile portfolios which will be used to document and evidence their own learning. Part of this documentation is likely to include images of the practitioner working alongside children participating in various activities.
- 19.1.2. The Designated Safeguarding Lead has a duty of care to ensure that practitioners act responsibly in compiling the images included in training portfolios. Practitioners should therefore be monitored in their taking, making and use of such images. All images should be subject to scrutiny and regular audits should be carried out to ensure all relevant policies and procedures are adhered to.

### **19.2. Procedures**

- 19.2.1. The Designated Safeguarding Lead should oversee the compilation of images and videos which are used by practitioners when completing training portfolios. Any images which are deemed unsuitable for any reason should not be included.
- 19.2.2. If images are considered inappropriate, the Designated Safeguarding Lead should ensure the Misuse of Information Communication Technology Policy is applied.

## **20. Displaying images**

### **20.1. Statement of intent**

- 20.1.1. It should be ensured that still images (including those which are displayed in digital photo frames) and video clips depict children in an appropriate way. The identity of individual children should also be protected. Particular caution should be taken where images are displayed in a public place. (The definition of a public place includes any areas where parents and carers, members of the public and visitors are given access).

### **20.2. Procedures**

- 20.2.1. Increased sensitivity and security procedures should be observed when digital photo frames are used. The positioning of such frames should be considered, as they are often displayed in the most public areas of the setting, such as the reception.

## **21. Storage and disposal**

### **21.1. Statement of intent**

- 21.1.1. Images should be stored and disposed of securely. The aim is to prevent unauthorised access, ensure confidentiality and protect identity. All images should be stored and disposed of in line with the Data Protection Act 2018 and General Data Protection Regulations (GDPR).

## **21.2. Procedure**

- 21.2.1. Images should not be kept for longer than necessary. The Designated Safeguarding Lead should ensure that all photographs are permanently wiped from memory cards, computer hard drives, portable drives or other relevant devices once the images are no longer of use.
- 21.2.2. If images need to be kept for a short period of time, they must be protectively stored and password protected on the computer hard drive or other appropriate storage device. Such equipment should be stored securely and access restricted.
- 21.2.3. Photographs should not be stored on portable storage devices for any longer than is necessary.
- 21.2.4. Security measures should be the same that apply to any personal data.
- 21.2.5. All images, including those held within learning journeys should remain on site at all times, unless prior explicit consent has been given by the Designated Safeguarding Lead.
- 21.2.6. Photographs should be disposed of when no longer required. They should be returned to the parent or carer, deleted and wiped or shredded as appropriate. Copies should not be taken of any images without relevant authority and consent from the Designated Safeguarding Lead and the parent or carer.
- 21.2.7. A record of all consent details should be kept on file. If permission is withdrawn at any time, all relevant images should be removed and disposed of. The record should be updated accordingly.

## **22. Security**

### **22.1. Statement of intent**

- 22.1.1. All images should be handled as personal data and deemed to be of a sensitive and confidential nature. It should be recognised that damage or distress could be caused if security is breached.
- 22.1.2. The Designated Safeguarding Lead is responsible for ensuring that all information is handled appropriately and securely. If there are any concerns over breaches of security, the Designated Safeguarding Lead and / or the registered person are required to take action as appropriate. All such incidents should be recorded, reported and acted upon.

### **22.2. Procedures**

- 22.2.1. Security procedures should be monitored and reviewed regularly.
- 22.2.2. Under the Data Protection Act 2018 and the General Data Protection Regulations, reasonable steps must be taken to ensure the reliability and suitability of any individual who has access to personal data.
- 22.2.3. To this effect, effective safer recruitment procedures should be applied. Rigorous and regular checks should also be undertaken to ensure the on-going suitability of all new and existing practitioners and their managers. All relevant checks must be completed before any new employee, volunteer or student is given access to children and / or their personal data.
- 22.2.4. All practitioners are required to follow confidentiality and information sharing procedures, which must be agreed to at the time of induction.
- 22.2.5. The following aspects of security are to be managed accordingly.
  - Physical security – effective measures should be put in place to ensure physical security and to protect against theft, including that of laptops, computers, cameras, and any personal data, including images and videos.
  - Digital security – stringent measures should be implemented to ensure digital security. Awareness should be raised in respect of technological advancements which could put online systems at risk. Security should be updated as and when required.
- 22.2.6. Security procedures should be proportionate to the potential risks involved and must be subject to constant monitoring and review.



## **EARLY YEARS FOUNDATION STAGE (EYFS) POLICY**

### **Statement of intent**

Claverham Day Nursery adheres to the recommended EYFS (Early Years Foundation Stage) policy, as well as all guidelines and policies as required by Ofsted.

### **Methods**

Claverham Day Nursery is committed to delivering the Early Years Foundation Stage (EYFS) which is a legal requirement for all early years childcare providers. EYFS covers children from birth to the end of their reception year.

EYFS is based upon four principles:

**A Unique Child** We recognise that every child is a competent learner who can be resilient, capable, confident and self-assured. Children develop in individual ways, at varying rates. Children's attitudes and dispositions to learning are influenced by feedback from others; we use praise and encouragement to motivate children.

**Positive Relationships** We recognise that children learn to be strong and independent from secure relationships. We aim to develop caring, respectful, professional relationships with the children and their families.

**Enabling Environments** We recognise that the environment plays a key role in supporting and extending the children's development. We observe the children and assess their interests and development, before planning challenging but achievable activities and experiences to extend their learning.

**Learning and Development** We recognise that children learn and develop in different ways and at different rates. We value all areas of learning and development equally and understand that they are inter-connected.

The designated EYFS provider at the nursery is **Sarah Hennessy** who is responsible for:

- Identifying EYFS children upon joining the nursery and informing the other staff
- Determining the principal EYFS provider for each child
- Assign a key worker for each EYFS child
- Ensuring that staff receive relevant EYFS training
- Gaining parental consent for information sharing, where necessary
- Agreeing information sharing policies

The EYFS coordinator at the nursery is **Laura Hemsley**

**Assessment** An Integrated Progress Review will take place by 36 months but as soon as possible after the Health Visitor review. When a child leaves for school a transition document will be written that will be sent to the reception teacher.

All staff will:

- Undertake observations and assessments in order to plan for each child's individual needs.
- Plan and provide opportunities which are appropriate to each child's stage of development.

Claverham Day Nursery will provide a balance of adult led and child initiated activities. The nursery always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

## **EXCLUSION PERIODS FOR ILLNESS AND INFECTIOUS DISEASES**

<b>ILLNESS</b>	<b>INCUBATION PERIOD OF INFECTION</b>	<b>CHILD TO BE EXCLUDED FOR:</b>	<b>COMMENTS</b>
SICKNESS AND DIARRHOEA	Variable	Staff and children can return 48 hours after the vomiting and/or diarrhoea have stopped.	None
CONJUNCTIVITIS	Variable	No exclusion period but the child must be being treated with appropriate medication.	None
RESPIRATORY INFECTIONS INCLUDING CORONAVIRUS (COVID-19)	Variable	Children and young people should not attend if they have a high temperature and are unwell. Children and young people who have a positive test result for Covid-19 should not attend the setting for 3 days after the day of the test.	Children with mild symptoms such as runny nose, and headache who are otherwise well can continue to attend their setting.
CHICKEN POX	7 – 21 days	At least five days from onset of rash and until all blisters have crusted over.	Pregnant staff contacts should consult with their GP or midwife.
RUBELLA (German measles)	14 – 21 days	Five days from onset of rash or when rash has faded and the child is fully recovered.	Preventable by vaccination with 2 doses of MMR. Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from the GP or midwife.
MEASLES (notifiable disease)	8 – 15 days (10 average)	Four days from onset of rash and until the child is fully recovered	Preventable by vaccination with 2 doses of MMR. Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from the GP or midwife. Parents/carers of children being treated for leukaemia or other cancers should be informed promptly and further medical advice sought.
IMPETIGO		Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment.	Antibiotic treatment speeds healing and reduces the infectious period.
HAND FOOT AND MOUTH		None	Contact your local HPT if a large number of children are affected. Exclusion may be considered in some circumstances
SLAPPED CHEEK / FIFTHS DISEASE / PARVO VIRUS B19	Variable between 4 - 20 days	None (once rash has developed)	Pregnant contacts should consult with their GP or midwife.

Please consult a member of staff if you are unsure about the health of your child.

## **EXTRA SESSIONS POLICY**

Extra sessions are available from time to time. If you need to book these please either phone or speak to Sarah, Liz or Laura. Please note that **any** extra sessions booked out must be paid for whether your child attends the nursery or not unless one month's notice can be given to cancel the extra session. These sessions are payable at full rate – no EYEE discount can be applied to extra sessions.

## **FEE POLICY AND BAD DEBT – including Early Years Educational Entitlement (EYEE) funding**

### **FEE POLICY**

Fees are payable monthly. They are based on the number of working days and sessions booked for each month.

Invoices are issued within the last full week of each month for the following month's fees.

**Invoices must be paid by the 5<sup>th</sup> of each month**, or the Friday before if this is a weekend.

If you have any concerns about late payment please contact the Nursery Manager or Finance Officer. This should be done at the point of receiving the invoice. Individual circumstances can be reviewed by the Principal, Business Manager and Nursery Manager. Failure to pay fees on time will result in the implementation of Late Payment/Bad Debt Policy.

Parents will be given at least one month's notice of any change to the fee structure.

Fees are charged for 51 weeks of a year excluding any bank holidays. No charges are made when the nursery is closed over Christmas/New Year. No refunds are given for sickness, holiday or any other absence. If it is the decision of the Nursery to have to close e.g. unforeseen circumstances, credit will be given on the next invoice.

Extra sessions are available from time to time and can be booked by the Nursery Manager. Sessions are payable at full rate and no EYEE discount can be applied. Extra sessions are payable whether your child attends the session or not, unless one month's notice has been given.

### **REGISTRATION FEE**

For children accessing totally funded session fees, no registration fee will be charge.

For children attending hours in addition to funded hours, a £35 registration fee is charged.

### **REFUNDABLE DEPOSIT**

Any deposit we hold will be returned when your child leaves the nursery and all outstanding fees have been paid.

### **15 hours TTO**

We offer EYEE (Early Years Educational Entitlement) funded only, 15 hours free childcare with no deposits or top-up fees to pay. These sessions are Monday – Friday 9.00am – 12.00pm OR 1.00pm – 4.00pm Term Time Only (38 weeks per year). If your child stays for lunch the lunch hour 12.00pm – 1.00pm can be included in the funded hours and a charge will be made for the hot cooked lunch.

We will take a 50% deposit of the monthly fees on any hours and the price of meals above the 15 hours that are funded.

### Stretched offer

There is an option to stretch your Early Years Education Entitlement (EYEE) meaning that you will claim fewer hours per week as the funding will be stretched over 52 weeks. If you stretch the EYEE funding over 52 weeks we will take 50% of the monthly fees as deposit on the hours that you don't receive funding for.

### Hours outside the funded session of 9.00 – 4.00

We will take 50% of the monthly fees as deposit on the hours outside our funded sessions e.g. 8.15am – 9am and 4.00pm – 5pm/5.30pm plus any hours between 9.00am and 4.00pm that are not included in the funded hours.

### Children not receiving funding

We will take 50% of the monthly fees as deposit. Once you receive a funding code for your child and it has been verified by the nursery, a new deposit will be calculated using the above information and any difference will be returned to you.

## **EARLY YEARS EDUCATIONAL ENTITLEMENT (EYEE) POLICY**

### **Universal 15 hour offer to ELIGIBLE 9 month- 3 year olds and ALL 3 and 4 year olds**

Families may be eligible to get up to 570 hours of free childcare per year the term after their child turns 9 months.

To check eligibility please see <https://www.childcarechoices.gov.uk/>

<b>Child turns 9 months between</b>	<b>When funding starts</b>
1 January and 31 March (inclusive)	Term starting on or after 1 April
1 April and 31 August (inclusive)	Term starting on or after 1 September
1 September and 31 December (inclusive)	Term starting on or after 1 January

As a provider we offer this in one of two ways:

- If you wish your child to be term time only – Our term time only sessions are between 9.00 – 4.00 (see table below). The 15 hours funding per week will be taken over 38 weeks (school term time). Children do not attend during the school holidays.
- All year round - Children whose sessions start at 8.15 or finish at 5pm or 5.30pm will need to attend 52 weeks per year.
- Stretched offer - The 38 weeks of funded childcare can be spread out over 52 weeks. This ensures that a child is able to receive the maximum of 570 hours of funded education a year without huge increases in their fees during school holidays.

Funded hours can be claimed between 9 and 4 pm in the sessions shown below. Our completely free sessions are 9-12 noon or 1-4 pm, five days a week. If you wish to pay for the lunch session or claim it as a funded hour then a charge will be made for the hot meal provided.

Sessions	Session Hours	Maximum funded hours
Breakfast Session	8.15 – 9am	Not funded
Morning Session	9 – 12noon	3 funded hours*
Lunch	12 – 1pm	1 funded hour
Afternoon Session	1 – 4pm	3 funded hours*
Extended afternoon session	4 – 5pm	Not funded
Late Session	5 – 5.30pm	Not funded

\* Fully funded free sessions with no payment required

A child's entitlement continues until the end of the funding period in which they become five years of age, or until they start school, whichever comes first. Please note that if your child starts school in September then your funding will cease at the end of the July term or at the end of August if you are using the stretched offer whether or not the school has a phased start or not. If your child attends in the September when they are due to start school, full fees will be charged and payable in advance.

In order to obtain funding for your universal 15 hours you will need to complete a parent declaration form and provide us with confirmation of your child's age i.e. a birth certificate. If you are claiming funding for a child aged between 9 months - 3 years old the nursery will need the 11 digit code you will be given.

### **30 Hour offer (15 hours universal and 15 hours extended) to all ELIGIBLE 3 and 4 year olds**

As well as the universal 15 hours, eligible working parents of 3 and 4 year olds may also be entitled to an additional 15 hours per week, totalling 1140 hours of free childcare a year.

The extended offer may either be taken as described above, over 38 weeks or stretched over 52 weeks a year.

Funded hours can only be claimed between the hours of 9am and 4pm in the session times shown above. Any sessions outside of these times will be charged at the normal rate.

To apply you will need to set up a government gateway account.

If you are eligible for the extended funding you will be given an 11 digit code that you will need to give to the nursery. A parent declaration form will need to be completed and returned along with any other required documents, to the Nursery Manager before the deadlines below.

31<sup>st</sup> August – for September start

31<sup>st</sup> December – January start

31<sup>st</sup> March – April start

**It is advisable to give the nursery your code as soon as you have confirmation you are eligible for funding.**

Once the term has started you cannot change the number of funded hours you are claiming. If you wish to increase your hours, these will be charged at the full session rate.

Requests can be made to change funded hours for the following term by the above deadlines.

This enables us to validate codes and confirm funding before the start of the funding period. Failure to meet these deadlines may result in sessions being charged at the full rate.

Any ad-hoc extra sessions booked are charged at full rates.

**Disadvantaged Families Entitlements for children aged 2-3 years**

Families who are in receipt of benefits will be able to apply for 15 hours funding through East Sussex. Eligible families will receive a 6 digit voucher code. Children in receipt of the Disadvantaged entitlement may be eligible for Early Years Pupil Premium. Disadvantaged family’s code does not need to be reconfirmed and does not get taken away so for those families eligible for both, these may be the better option.

**LATE PAYMENT/BAD DEBT POLICY**

**Invoices must be paid by the 5<sup>th</sup> of each month, or the Friday before if this is a weekend.**

<b>DATE</b>	<b>ACTION</b>
<b>FIRST REMINDER</b> 6 <sup>th</sup> of each month*	1 <sup>st</sup> Letter sent by Finance Department Asking parents to pay fees in full within 5 days
<b>SECOND REMINDER</b> 12 <sup>th</sup> of each month*	2 <sup>nd</sup> Letter sent by Finance Department Asking parents to refrain from bringing their child into the nursery until the balance is paid in full. Failure to pay within 7 days will result in your place being withdrawn.
<b>WITHDRAWAL OF PLACE</b> 20 <sup>th</sup> of each month*	3 <sup>rd</sup> Letter sent by Finance Department Stating that the child’s place has been withdrawn and if payment has not been received in full by the last working day of the month, the school will consider taking legal action.

\* Or next working day

Claverham will impose a late payment fee of £20 per invoice, for every month that a second reminder letter is sent out from 1<sup>st</sup> May 2024.

## FIRST AID POLICY

### 1. Introduction

This policy is to ensure that there is adequate First Aid provision for child staff and visitors to the Nursery under Health and Safety legislation.

First Aid is the emergency care given to an injured person before professional medical care or an ambulance is available.

Early Years practitioners at Claverham Day Nursery are aware of the First Aid policy use the nursery procedures for First Aid. Children in Nursery are under the Health Visitor.

### 2. Aims

- Clear identification of staff who are Paediatric First Aid (PFA) trained
- Clear First Aid procedure
- Understanding of the statutory regulations regarding accident reporting in relation to the RIDDOR guidelines

### 3. Trained Paediatric First Aid (PFA) staff

It is considered best practice that all staff have a current Paediatric First Aid (PFA) certificate that adheres to Ofsted Guidelines

- Ensure that there are the correct number of appropriately PFA trained staff for the nursery. The requirements will vary on age group of the children and the layout of the nursery
- Staff who take children off site are responsible for ensuring that they have the correct number of PFA staff to child ratio
- A list of all current Paediatric First Aid trained staff is to be maintained and displayed in the entrance hall and office
- Paediatric First Aid training is to be undertaken every three years
- The Nursery Manager and Deputy are responsible for:
  - Maintaining an up to date Paediatric First Aid staff training list
  - Organisation of staff to go on the relevant training sessions
  - Overseeing the maintenance of the First Aid boxes
  - Maintaining a list of all the First Aid boxes held at the nursery

### 4. Appointed persons

The appointed people for first aid in the nursery are SARAH HENNESSY and LIZ CASE.

First aid trained staff at the nursery are:

#### **Paediatric First Aid – Senior Managers:**

- Sarah Hennessy (Nursery Manager)
- Liz Case (Deputy Nursery Manager)

#### **Room staff with Paediatric First Aid Qualification:**

- Sharon Bristow
- Bet Heys
- Emma Keeler
- Kris Roud
- Laura Hemsley
- Katharine Batehup
- Laura Boyle

### 5. Locations of First Aid Boxes

Each room has access to a First Aid box. Staff are made aware of the location of first aid boxes as induction and also through staff meetings.

- Staff Room – upstairs
- Toddler Room – downstairs
- Family Room – downstairs

Nursery staff to take First Aid kit when out for walks and activities.

#### 6. **Contents of First Aid Boxes**

- Contents of the boxes to be checked monthly
- Ideally staff should notify the nursery manager or deputy manager when items have been used.
- Staff to inform the nursery manager or deputy manager if any supplies are running out or needed.

#### 7. **Hygiene Procedures**

- Staff must wear gloves when dealing with accidents involving spillage of bodily fluids. (Refer to Appendix 1 Body Fluid Spillage Policy)
- Staff must wash their hands after administering first aid to a person
- Staff must ensure the area where the accident occurred is disinfected if needed.

#### 8. **First Aid Procedure**

All injuries are normally treated by a staff member who holds a current Paediatric First Aid certificate

They will need to:

- Assess the injury and take appropriate action
- All injuries that are treated must be recorded with all details, on a standard Accident Form (See Appendix 2). This will need to be signed by the member of staff who dealt with the accident and a witness if applicable, then signed by the child's parent/carer on collection, giving consideration to whether the parents need to be contacted prior to this.
- Gloves are worn when treating injuries that relate to blood or bodily fluid.
- Parents/carers are informed when a child has sustained a substantial head injury. The Nursery Manager or Deputy Manager will telephone the parent/carer with the details of the injury and the parent/carer will make the decision as to whether the child stays at nursery, is collected or monitored by the nursery staff. When the child has a head injury the parent/carer must be given a Head Injury Letter (See Appendix 3).
- Parents must be informed of any injury that their child may have had whilst at nursery on the same day or as soon as is reasonably practical.

#### 9. **Medical Emergencies**

This is when an injury/illness requires immediate medical help or further assessment by a doctor.

- When a child requires further hospital treatment but it is **not** an emergency, the parents/carers will be contacted to come and collect the child.
- In circumstances when parents have not been able to be contacted and the child requires further hospital treatment then the emergency contacts on the Child Details Form will be contacted.
- If no emergency contact can be contacted then an ambulance would need to be called and the situation clearly explained to them.
- When an ambulance has to be called, other people also need to be informed:
  - Ideally the person who is at the scene of the accident should contact 999 or 112 so clear accurate information can be given. (See Ambulance Information Sheet Appendix 4)
  - Parents to be alerted
  - Nursery Manager or deputy to be aware



- Site Manager to be alerted
- The accidents/incidences warranting emergency care are situations such as:
  - Head injuries where there is a loss of or suspected loss of consciousness
  - Sudden collapse
  - Major wounds needing medical attention
  - Suspected fractures
  - Spinal injuries
  - Use of an EpiPen
  - Major asthma, diabetic, epileptic event

The above list is not exhaustive.

- In the event of the emergency services being contacted the below must be considered:
  - Parents must be contacted to ascertain when they can join their child and their wishes with regard to treatment should they be delayed
  - As per the Nursery terms and conditions, the Nursery Manager may have to agree to emergency medical treatment if the parent/carers cannot be contacted
  - **A member of staff must accompany and stay with the child until the parents/carers arrive.**
  - Contact details about the injured child must be taken to the hospital
  - Once at the hospital, and the child is registered it is then the hospital's responsibility for further medical contact with the parents.

#### 10. Reporting of Accidents and Incidents

An Accident Form should be filled out for the following events, this is duplicated for the parent/carer and is also risk assessment by the manager or deputy before being signed by the parent/carer:

- When a child has a significant injury that requires further medical/dental intervention
- When a child has sustained a head injury
- When a child has been injured by an item of equipment, machinery or substances
- When a child has been injured by the design or condition of the premises
- When an accident occurs during a nursery activity off site.
- When a visiting child sustains an injury at the nursery
- When a behavioural incident has happened and another child has been injured.

#### 11. Reporting to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)

General nursery guidance:

- General guidance is that any child who goes directly from nursery to hospital and **receives** medical treatment for an injury is reported to RIDDOR
- The Nursery Manager/Deputy Nursery Manager needs to assess whether the accident needs to be reported
- If the accident/incident is not clear whether to report it is better to register a report with RIDDOR
- Copies of this documentation is to be kept with the accident form and put in the child's file in the office.
- A list of all reportable accidents is to be maintained for Governance purposes

#### 12. Following an accident when a child goes directly to hospital – reporting to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)

- Any child who is taken directly to hospital and receives treatment then the injury will need to be reported to RIDDOR.
- The following staff need to be informed that a child has been taken to hospital and that there is a possibility that this may need to be reported to RIDDOR:
  - Sarah Hennessy – Nursery Manager

- Liz Case – Deputy Nursery Manager
- Jim Mercer – Site Manager
- Sarah Carapiet – Nursery Line Manager
- Paul Swatton – College Principal
- The above needs to be done **at the time** of the accident or as soon as is reasonably practical.
- Contact needs to be made with the family post hospital visit to find out the treatment that the child received – if no treatment then no further action apart from updating the staff informed earlier.
- If the child received treatment then the parents need to be made aware that as part of the nursery policy a report will be made to RIDDOR and that the child's name and address details are used on the form. Reassure the family that this is routine and that it would be highly unlikely that they would be contacted by this third party.
- If the parents/carers question this and are unsure then refer on to Senior Management.
- The reporting of this in the first instance would be done by the Nursery Manager or the Deputy.

### 13. Maintaining and Monitoring of accident reports

- All accidents that have an accident form filled out need to be filed and signed off by the Nursery Manager or Deputy Manager
- A risk assessment is carried out on all accident forms and notes relating to any action taken after the accident/incident are made if appropriate.

### 14. Minor Injuries

Often children in this age group will have bumps and minor injuries in the nursery environment.

The key points to consider in the management of these injuries are:

- To give the child plenty of reassurance
- To clean and get a cut covered as quickly as possible
- Staff to complete a nursery accident form (see Appendix 2)
- Staff to feedback to parents/carers on collection of the child or as soon as is reasonably practical, dependent on injury
- Parents/carers to sign accident on the day of the accident, if this is not possible then as soon as is reasonably practical.

### 15. First Aid arrangements for staff

Should an accident occur affecting a member of staff, volunteer, work placement student or visitor then staff from Claverham Community College will be called upon to deal with the incident.

### 16. Coronavirus COVID-19

Staff should follow their normal practice when giving first aid to a child, provided the child is not showing symptoms of coronavirus (COVID-19). This includes continuing to use the PPE that they would normally wear in these situations, for example, aprons and gloves. COVID-19 First Aid risk assessment will be followed.

## **FOOD POLICY**

### **AIM**

At Claverham Day Nursery we aim to promote the health and well-being of children and their families through food within the setting. We work in partnership with families and other professionals to support children in developing healthy eating practices which will become embedded for life.

### **OBJECTIVES**

- To provide children with positive healthy eating experiences in order to promote their well being
- To respect the different dietary, cultural, religious and health needs of all our children
- To gain information about any special dietary requirements, preferences and food allergies that a child has
- To encourage children to develop positive attitudes towards food through all learning opportunities provided in the nursery
- To promote an understanding of a balanced diet in which some foods play a greater role in than others
- To develop children's understanding of the importance of the social context in which eating takes place
- To raise awareness with children, parents and carers in developing a positive approach to food, nutrition and oral education
- To be aware of the Healthy Child Programme (HCP) and to refer to this document when required.

### **IMPLEMENTATION**

The Food Policy will be developed with staff, children, parents and carers. We will send out annual questionnaires to parents/carers asking for their views on the food provided by the nursery and also our Food Policy. Staff and parents/carers are also able to use the suggestions box by the front door to tell us any comments, ideas or views they wish to share.

Staff will be informed of any changes or updates to the policy at staff meetings. Parents/Carers will be informed of any changes or updates to the policy by email or by a hard copy being sent home.

We share current menus with parents and carers and address any questions or queries they may have immediately.

The policy, and the methods of implementation will be continuously monitored and the policy will be reviewed at least annually.

### **WHEN AND WHO THIS POLICY APPLIES TO?**

It is the responsibility of the nursery manager and/or deputy nursery manager to ensure that:

- All new staff members have the opportunity to discuss the Food Policy and Food Safety Management Procedures in their induction training. Staff are given a copy of the policies in the Staff booklet given to them during their induction.
- All staff are made fully aware of individual children's dietary needs and requirements
- Updating staff on current initiatives in healthy eating practices ensuring that all staff are familiar with their responsibilities
- The Food Policy and the Food Safety Management Procedures are made available to all parents and carers through the Policy Booklet given out when a child starts at the nursery

- Providing support and advice to staff and parents.

It is the responsibility of all members of staff to ensure that:

- They make themselves aware of and follow the nursery's policies regarding food and the food safety management procedures.
- Safe practices are maintained in the preparation and storage of food.
- That all food hygiene practices comply with relevant legislation, training and policy.
- To model healthy eating practices.

It is the responsibility of parents to ensure that:

- They support the Food Policy of Claverham Day Nursery

## **FOOD AND DRINK PROVISION**

We provide breakfast, a hot cooked lunch, tea and 2 snacks.

### **Breakfast**

Breakfast is an important start to the day and the nursery provides a choice of cereal and toast.

### **Snack Times**

The nursery provides 2 pieces of fruit consisting of apples, pears, bananas, pineapple, melon, kiwi, oranges and satsumas and a healthy starchy snack (e.g rice cakes, crackers, oatcakes or bread sticks)

We offer a choice of milk or water.

### **Lunch Time**

Claverham Day Nursery provides a cooked lunch; for this we use Zebedee's. They follow government guidelines regarding children's diets. Water is given at lunch time. We have a 3 weekly menu cycle and the menu changes twice a year.

### **Tea Time**

Claverham Day Nursery provides a tea for all children. We use Zebedee's and they follow government guidelines regarding children's diets. Water is given at tea time. We have a 3 weekly menu cycle and the menu from Zebedees changes twice a year.

### **Drink**

We provide milk and water at meal times. The children have access to fresh drinking water all time which they are able to help themselves to. We have a NO JUICE OR SQUASH POLICY, this is guidance we follow from East Sussex County Council.

## **COMMUNICATION WITH CHILDREN AND FAMILIES**

We have a healthy eating notice board which gives information about a healthy lifestyle and guidance. Parents/carers are informed daily about what their child eats and any concerns are discussed on a regular basis. On registering at the nursery parents/carers are asked to give details of any dietary requirements their child has.

## **FOOD ALLERGIES AND FOOD INTOLERANCES**

A food allergy is an adverse immune response to specific proteins found in food, and even a tiny trace of a food can cause a reaction in someone who is allergic to it.

An allergic reaction to food can produce symptoms such as tingling in the mouth, skin rashes, abdominal pain, nausea and vomiting, which can occur within seconds or minutes of coming into

contact with the food. In the most extreme cases, swelling of the throat can occur. A life threatening allergic reaction is called anaphylaxis or an anaphylactic shock.

Food intolerances are not the same as food allergies. Food intolerances do not involve the immune system, and symptoms tend to occur more slowly than with food allergies, often hours after eating the food. Symptoms may also depend on the amount of the food that has been eaten, and some people may be able to eat small quantities of foods they are intolerant to.

If a child has a food allergy we will require a letter from a doctor or registered dietician.

Photographs of children with food allergies will be in each room so these children can be easily identified. Place mats will also be used to let staff know what the child is allergic to or has intolerance to.

An Allergens Policy is in place. If a child has a severe allergic reaction then a separate risk assessment and Health Care Plan will be written up.

### **THE EATING ENVIRONMENT AND SOCIAL ASPECTS OF MEAL TIMES**

Meal times are an important social time where children learn from each other. We encourage the children to help their friends at snack and lunch time. They help set up the plated, cups and cutlery and we use these times to encourage counting, matching, pouring, serving fruit and giving out plates of lunch. We also encourage children to clear up after themselves once they have finished eating by putting their dirty items into a bowl ready to be washed up. The children take it in turns to be the snack or lunch helper in the toddler and family room. Children are given stars to show their parent's/carers.

### **CELEBRATIONS AND SPECIAL OCCASIONS**

Birthdays are a very important event for many children. Parents are welcome to bring a cake into nursery that can be shared with their friends. We ask that parents provide a shop bought cake so allergens can be easily identified. The children will take their piece of cake home with them.

Throughout the nursery year we hold a leavers party and a Christmas party. At these we provide party food such as sandwiches, cocktail sausages, tomatoes, cucumber, cheese, carrot sticks, crisps, fairy cakes and diluted squash or water. This is given to children in place of a lunch or tea.

The children at the nursery have the opportunity to learn about food and drink from different religions and cultures. We celebrate different festivals throughout the year and invite parents in if applicable to talk about their culture.

### **PROVIDING FOOD FOR ALL**

It is the parent's responsibility to inform the nursery of their child's dietary requirements on admission. Photographs are used to inform all key staff about each child's specific dietary requirement. This information is also shared at staff meetings.

The sharing of refreshments can play an important part in the social life of the nursery as well as reinforcing children's understanding of the importance of healthy eating. Claverham Day Nursery will ensure that:

- Children's medical and personal dietary requirements are respected.
- We aim to ensure that children from all backgrounds encounter familiar tastes and that all children have the opportunity to try unfamiliar foods.

The dietary rules of religious groups and also of vegetarians/vegans will be met in appropriate ways wherever possible.

## **FOODS WE DO NOT ALLOW**

We have a no nut policy in the nursery as this can cause serious reactions in some children and adults.

We have a no juice and squash policy in the nursery.

## **ENCOURAGING FUSSY EATERS TO EAT WELL**

Young children can be fussy about what they eat, or how they eat. Fussy eating and fear of new foods

(food neophobia) are part of development and affect between 10% and 20% of children under five.

Fear of new foods in children typically starts between 18 months and two years old and it is thought to be a natural behaviour. A child who appears to be fussy about their food but is growing well is probably eating a sufficient balance of foods and getting enough energy and nutrients. Severe selective eating is rare and generally starts from early feeding difficulties or significant health problems.

At Claverham Day Nursery we have an approach for fussy eaters – we encourage children to try foods but will never force a child to eat. We work with parents and use the guidance from the Children's Food Trust - Eat Better, Start Better Voluntary Food and Drink Guidelines for Early Years.

We do not use food as a reward or punishment. We will not deny a child pudding at lunch or teatime for not trying their meal.

### **Simple strategies to manage fussy eating**

Fussy eating and fear of new foods can both be helped using similar techniques. If a family is worried about their child's food intake, acknowledge their concerns and make a plan with them to encourage their child to eat well. It is important that the approach is consistent and essential that all those involved at mealtimes agree and follow the same strategies.

#### **Modelling**

- Seat fussy eaters with good eaters at mealtimes – this is very powerful and it has been shown that children will adopt the food preferences of their peers if they eat together regularly.
- Encourage staff to eat with children where possible, and talk enthusiastically about the taste and texture of the food both at meal times and at other opportunities.

#### **Exposure**

- Give children regular and repeated chances to taste new foods, as this increases their liking for and eating of new foods. The child must actually taste the food to change their preferences, and it can take as many as 10 to 15 tastings before they accept it.
- If children are resistant to trying new foods, offer them small tastes and make sure the child maintains control of the situation. For example, you should give them the opportunity to spit out the food into a tissue if they really do not like it.

#### **Rewards**

- Praise children for trying new foods.
- Favourite foods should not be used as a reward to encourage children to eat foods they do not like. Foods used in this way simply become even more valued, and it is generally recommended that food should never be used as a reward or punishment. However, small stickers or other non-food items as rewards for trying food may increase a child's liking and consumption of food they say they do not like.

### **'Pressure to eat'**

- Never force children to finish everything on their plate. Children, who are made to eat everything they are served, learn to dislike the foods they are pressured to eat, and these aversions may last into adulthood.
- Give children small servings at first, with the opportunity to have second helpings if they finish the first serving, as they may find larger portions off-putting.

### **FOOD BROUGHT IN FROM HOME**

We provide all main meals and snack at Claverham Day Nursery. We encourage families to provide the same or similar healthy food choices that the nursery offers so that children have a consistent message about healthy eating.

Please see the celebrations and special occasion's section about birthdays.

### **LEARNING ABOUT AND THROUGH FOOD**

At Claverham Day Nursery we use foods for a learning resource. We weigh out ingredients for cooking and we use stories such as the Hungry Caterpillar to talk about healthy foods. We also play games relating to foods such as the Tummy ache game and we also use food to talk about our senses (e.g. smelling and tasting). We talk about keeping a healthy lifestyle.

### **COOKING WITH CHILDREN**

Cooking with children is both an enjoyable activity in its own right and an effective way of encouraging all children to try and eat a wide range of foods.

A kitchen is not needed to have cooking activities, nor does it need to involve heating food. Many easy, tasty dishes can be prepared with limited equipment and ingredients. Activities such as chopping soft fruit can be just as much fun as preparing a healthy meal. The staff at Claverham Day Nursery have undertaken a basic food safety and hygiene certificate first.

Some members of staff have attended relevant training to be able to advise and lead some parent cooking workshops.

We grow our own fruit, vegetables and herbs that we use in our recipes.

### **FOOD SAFETY AND HYGIENE**

At Claverham Day Nursery we have a separate Food Safety Management Procedure.

Food is stored, prepared and presented in a safe and hygienic environment. This is especially important as young children may have a lower resistance to food poisoning.

We teach the children basic hygiene skills, such as not eating food that has fallen on the floor, and washing their hands with soap and water before eating meals or snacks and after going to the toilet or handling animals.

The staff at Claverham Day Nursery who are involved in preparing food for young children, or helping them to eat, understands the importance of food safety and hygiene, and is aware of the requirements of the Food Safety Act. All staff complete the Food Hygiene Level 2 training. We also fill out the Safer Food, Better Business Folder.

The nursery is registered with the local authority health department and we have unannounced inspections yearly.

If the nursery has a case of food poisoning affecting two or more children on the premises Ofsted will be notified as soon as is reasonably practicable, but in any event within 14 days of the incident.

### **SUSTAINABILITY**

Food production, processing, transport, cooking and waste all impact on the environment. We order our meals on a weekly basis to ensure minimal waste. We make ethical choices when ordering our weekly shopping with regards to packaging. We recycle as much packaging as we can. We try where possible to buy from local suppliers.

### **PROTECTING CHILDREN'S HEALTH**

Early years practitioners have a responsibility to help protect children's health including helping children to maintain a healthy weight as they grow, and encouraging breastfeeding and good dental practices.

#### **Breastfeeding**

Breastfeeding is welcomed in our nursery. A poster is displayed on the notice board.

If parents wish to bring in expressed breast milk this should be in a labelled container. We will store this in the fridge and it will only be used for the child it has been brought in for.

#### **Dental Health**

When a child starts at the nursery we ask for details of the dentist the child is registered with. If the child does not have a dentist then we encourage the parents/carers to think about registering with one.

We also do themes with the children around oral health and healthy eating.

#### **Integrated Progress Review**

We work in conjunction with the health visiting teams to complete the Integrated Progress Review and advise on any health and developmental issues.



## **HEALTH AND SAFETY POLICY**

### **STATEMENT OF INTENT**

At Claverham Day Nursery we are committed to ensuring the highest standards of Health and Safety are maintained and that health and safety is an integral part of the service we provide.

Our aim is to ensure, so far as is reasonably practicable, that the nursery is a safe and secure place for the children, parents/carers, staff and any visitors who may enter the setting. We consider health and safety to be our top priority in the delivery of our service.

We aim to make all the children, parent/carers and staff aware of health and safety issues to minimise the hazards and risks to enable them to thrive in a safe and healthy environment.

To achieve our aim we recognise the importance of competent staff that are trained in health and safety. All staff have a thorough induction where the manager discusses health and safety in the nursery. We are committed to ensuring that relevant staff receive health and safety training and refresher training and cascade this information back to all staff members at staff meetings.

### **RESPONSIBILITIES**

#### **CLAVERHAM COMMUNITY COLLEGE**

The Principal Paul Swatton has overall responsibility for the Health and Safety policy, organisation and arrangements throughout Claverham Community College and his roles and responsibilities are outlined in the Health and Safety Policy held within the school.

Site Manager: Jim Mercer

#### **NURSERY MANAGER**

The Nursery Manager Sarah Hennessy and Deputy Nursery Manager Liz Case are responsible for the overall management of health and safety at Claverham Day Nursery. They are responsible for promoting and adopting a proactive approach to Health and Safety in the nursery setting, this includes overseeing, reviewing and monitoring all relevant practice, procedures and policies.

Responsible for:

- Reviewing and updating the health and safety policy annually
- Overseeing that risk assessments are carried out, reviewed yearly and as needed and made available to all members of staff and parents/carers at the nursery.
- Reporting any and all actions required to ensure Health and Safety practice at the nursery to all relevant people e.g. the Principal of Claverham Community College
- To oversee the induction process for all nursery staff.
- Identifying health and safety training needs and arranging training courses. Recording when refresher courses are needed and organising time and staffing cover for these attending training.
- Ensuring the learning environment and equipment that is set out is checked daily.
- To discuss health and safety concerns every other month at the staff meetings.
- Review and update all risk assessments annually.

#### **DEPUTY NURSERY MANAGER**

Liz Case is the deputy manager who is responsible for assisting Sarah Hennessy in promoting and adopting a pro-active approach to health and safety in the nursery setting. Including overseeing, reviewing and monitoring all relevant practices, procedures and policies and for taking responsibility when the nursery manager is absent.

Specifically responsible for:

- Carrying out risk assessment and reviewing them yearly and as needed
- Carrying out COSHH risk assessments
- Undertaking the termly review and yearly monitoring of accidents that have occurred at the nursery and bringing them to the attention of all members of staff the findings so that any new controls can be put into place as needed.

### **SENIOR NURSERY PRACTITIONERS**

Sarah Hennessy and Liz Case are specifically responsible for:

- First Aid

Laura Hemsley is specifically responsible for:

- Fire Safety Management

### **NURSERY PRACTITIONERS**

All staff, students and volunteers are responsible for ensuring that they work in a manner which is safe to themselves and to others. All staff, volunteers and students are expected to read the Claverham Day Nursery Health and Safety Policy.

Responsible for:

- Reading through the Claverham Day Nursery Health and Safety Policy. This document is found in the Staff Handbook.
- Complying with all arrangements for Health and Safety at the nursery.
- Undertaking required training and refresher courses if necessary.
- Complying with the findings of the Risk Assessments and carrying out the stated controls as required.
- Acting on any urgent issue or hazard immediately as necessary and reporting it to the Nursery Manager or Deputy.
- Reporting non-urgent defects and hazards to the Nursery Manager or Deputy.
- Carrying out daily inspection of all areas of the nursery inside and out, equipment and resources.

### **EAST SUSSEX COUNTY COUNCIL**

Responsible for:

- Ensuring the building fabric inside and out.
- Carrying out tests on the electric, gas and water supplies and heating system
- Testing the fire alarm and emergency lighting.
- Testing the controlled temperature of the hot water in the taps used by the children.
- Testing the calorifier for Legionnaires disease.
- Maintaining the garden.

### **PARENTS/CARERS AND VISITORS**

Parents are asked to comply with the policies and procedures to ensure the safety of everyone at the nursery. In particular, parents are requested to enter and depart the building with care, remembering to close all gates and doors carefully behind them. Visitors and parents attending for settling in sessions are requested to document their arrival and departure times in our visitor's book.

This policy is made available to parents/carers in the policy booklet given out when a child starts the nursery.

### **LEGAL FRAMEWORK**

The legal framework for this policy is based on:

- The Health and Safety Act 1974

- Offices, Shops and Railway Premises Act 1963

## **ARRANGEMENTS FOR HEALTH AND SAFETY**

### **Fire and Emergency**

A comprehensive fire emergency plan and evacuation procedure is given to all members of staff and parents/carers and a copy is available in the policy folder in the office.

All staff, students and volunteers are aware of the location of fire doors and fire exits, and means of escape from the nursery. Also they know the location of the nearest fire extinguisher and fire alarm call points and instructions for their use. Emergency exit routes are always tidy and free from obstacles. The fire siren is tested weekly by a senior member of staff.

All fire doors are clearly marked and regular fire drill are held every 6 months to ensure the fire evacuation procedure can be carried out safely and quickly by children and members of staff and then noted in the Fire log Book.

At the end of the nursery day all staff would close all doors and windows in each room. The nursery is a non-smoking environment.

In the event of a fire alarm sounding or other such incident the following is to be carried out:

- The Nursery Manager or Deputy Nursery Manager to collect the registers from the front door and taken to the fire assembly point.
- Staff to take responsibility for the children, and to assist them to immediately vacate the nursery, through the safest exit, if possible through the front door. The alternative exit is through the garden and car park.
- The Nursery Manager or Deputy Nursery Manager to check the nursery is clear.
- To assemble outside the Sports Centre.
- Parents/carers to be contacted to enable them to collect their children.

### **Child Safety Precautions**

To ensure the safety of the children at the nursery risks are identified, assessed and control measures put into place.

- All members of staff are required to have a current enhanced disclosure from the Criminal Records Bureau or more recently the Disclosure and Barring Service. The nursery ensures that all the adults looking after and having unsupervised access to the children. Only adults who have enhanced disclosure forms have unsupervised access to the children. We aim for adults not to supervise children alone.
- During nursery opening times there are always at least two adults in the building.
- Parent/carers will be asked to provide the nursery with their contact telephone numbers, the names and telephone numbers of those who should be contacted in the case of an emergency and a list of any allergies, dietary requirements and any illnesses in the child's history which may affect the safety of that child whilst at nursery.
- Nursery equipment is checked daily and any damaged or dangerous items are removed; they are then either repaired or replaced.
- All creative materials that are used are non-toxic.
- Sand is clean and suitable for children's play.
- All dangerous materials, including medication are stored out of children's reach.
- Children who are sleeping are supervised at all times.
- The garden is only used under adult supervision.
- Heaters, electrical sockets, wires and leads are properly guarded and the children are taught not to touch them. Carry out a daily walk through the nursery first thing in the morning, checking that all electrical sockets are secure and fire exits are clear.

- All electrical and gas equipment within the building conforms to safety requirements and are checked regularly.
- All electrical sockets, wires and leads are properly guarded and the children are taught not to touch them.
- The temperature of the hot water taps which are accessed by the children is conforms to safety requirements and is checked regularly.
- Hot drinks are kept out of children's reach.
- Children do not have unsupervised access to the kitchen. Cooking activities are supervised at all times and children do not have access to hot water or hot surfaces.
- Lighting, ventilation and heating is adequate in all areas including storage areas.

### **Child Security Precautions**

- An Arrivals and Departures Policy is in place for the safety of children, parents/carers and visitors.
- The college site has an electronic gate system. The gate is open during peak times, but is closed for a large part of the nursery day. The gate is closed between 8.45am – 5.45pm. Access to the nursery during these times is via a pedestrian gate with an entry phone system linked directly to the nursery.
- We do ask parents/carers not to let other people into the building even if it's a parent/carer they recognise. This is so we are aware of any other people who may be in the building.
- Staff are responsible to sign the children in and out.
- Parents/carers will be asked to provide the nursery with the names and telephone numbers of those people who should be contacted in the case of an emergency, as well as the names of people who are authorised to collect the child and a password to be used on these occasions.
- If any person other than those authorised on the Child Details Form is to collect their child they must inform a member of staff. This information is recorded so all staff are aware who is collecting that child and a password is set.
- We operate a password system to prevent unauthorised access to our premises. Parents set the password and this will be asked for. If the member of staff is unsure about this person they would contact the parent/carer.
- We have a camera outside the nursery front door so that people coming into the nursery can be identified before the door is opened to them. CCTV around the college site operates 24 hours a day and is used in the case of an emergency or incident.
- All staff will take precautions to prevent children's fingers from being trapped in doors and also make children aware.
- A member of staff will accompany any visitor or contractor that has to work in any area where the children are playing.
- Any authorised visitor to the nursery will be asked to sign in upon arrival and state their reason for visiting. Upon leaving the building the visitor must also sign out.
- Children are only allowed to leave the building with authorised adults. No child is allowed to leave with anyone under the age of 18, even with the parents/carers permission.

### **Infection Control**

The nursery promotes the good health of children and takes necessary steps to prevent the spread of infection and in taking appropriate action when children are ill.

- We follow the governments guidance on illnesses and exclusion periods <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/children-and-young-people-settings-tools-and-resources#exclusion-table>
- To prevent the spread of infection we encourage the following practices: We regularly seek information from the Environmental Health Department and local Health Authority to

ensure that we keep up to date with the latest recommendations with regard to infectious disease e.g. vomiting and diarrhoea, chicken pox and conjunctivitis etc.

- The toilet areas have a high standard of hygiene including hand washing and drying facilities.
- Staff and children wash hands after using the toilet.
- Children are encouraged to cover their mouths when coughing and sneezing.
- A box of tissues is available in each room and the children are encouraged to blow and wipe their noses as appropriate and put used tissues in the bin. All soiled tissues are disposed of properly.
- Paper towels are used and disposed of appropriately.
- All staff clean the tables with hot soapy water and antibacterial spray that are used for eating.
- Hygiene rules relating to bodily fluids are observed by all staff and volunteers, with particular reference to the use of gloves to prevent the risk to cross-contamination.
- While changing nappies, members of staff will wear disposable gloves and wear a disposable apron and never leave a child unattended. The changing mat will be cleaned after each use and nappy bins changed regularly. Nappies are disposed of weekly through a waste disposal company in line with the Environment Protection Act (1990)

The nursery is cleaned daily by a professional cleaning company who is employed by the Nursery and maintained to this standard in the day by the nursery staff. To prevent the spread of infection we will encourage the following practices:

- Separate cloths are used for the kitchen.
- Paper towels are used as a source for drying hands.
- Staff will wear aprons when preparing food.
- Surfaces and fridges are cleaned with an antibacterial spray.

### **COVID-19 Coronavirus**

The nursery will follow the latest Government guidance and advice from the UK Health Security Agency (UKHSA) regarding COVID-19 and also if a case of Covid-19 is confirmed in the nursery setting.

Please see the Nursery's Coronavirus COVID-19 Policy and Procedures.

### **Accident Reporting**

- All accidents/incidents/near misses except those of a minor nature will be investigated by the appropriate department and recorded on the relevant documentation.
- Minor incidents will be recorded on the relevant documentation and assessed within the nursery once a month.

Should an accident occur during the day involving a child, a form will be completed and the parent/carer will be asked to read and sign when the child is collected at the end of the day. We would contact a parent/carer that we feel may need to know that an accident has occurred and we would monitor the child. We also ask all parents/carers to complete an accident form to record incidents that take place at home and leave a mark on the child.

Should an accident occur affecting a child which we feel needs professional medical attention then we will call the parent/carer to report the accident and advise them to collect their child and seek advice from their G.P. or local hospital. If we feel it is an emergency we will call 999 for an ambulance and call the parent/carer to inform them of the situation.

We meet our legal requirements for the safety of our staff and the children in our care by complying with RIDDOR (the Reporting of Injury, Diseases and Dangerous Occurrences Regulations). We report to the Health and Safety Executive:

- Any accident to a member of staff or child in our care requiring treatment by a general practitioner or hospital.
- Any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.
- Any dangerous occurrence is recorded in our Incident Book.

Any serious accident or incident involving staff, children or any member of the public is reported to East Sussex County Council, this is usually completed online. Any minor accidents or incidents are recorded in the onsite Health and Safety Incident/Violence Report book.

Ofsted will be notified by the Nursery Manager or Deputy Manager of any serious accident, illness or death of a child. This will be completed online within 14 days of when the event happened. [Report a serious childcare incident – GOV.UK](#)

We will also notify the LADO via SPoA of any concerns about the behaviour of staff members or volunteers, and will act on their advice. This will be completed through the online referral form. [Allegations about adults who work with children](#). East Sussex County Council's advice is to notify Ofsted and the SPoA if there is any doubt.

### **Near miss and aggressive behaviour**

The nursery manager or deputy manager will record any near misses or aggressive behaviour on the online ESCC reporting system – Services to Schools.

### **Incident Book**

We keep an incident book for recording incidents including those that are reportable to the Health and Safety Executive as above.

These incidents include:

- Break in, burglary, theft of personal or the settings property
- Fire, flood, gas leak or electrical failure
- Attack on member of staff or parent on the premises or near by
- Any racist incident involving a staff or family on the nursery premises
- Death of a child
- Terrorist attack, or threat of one.

In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it – or if it was reported to the police, and if so a crime number. Any follow up or insurance claim made, should also be recorded.

In the unlikely event of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families.

In the unlikely event of a child dying on the premises, the emergency services are called, and the advice from these services is followed.

The incident book is not for recording issues of concern involving a child. This is recorded in the child's own file.

### **First Aid**

Members of staff will undertake approved East Sussex County Council training in Paediatric First Aid and will have this training renewed as appropriate. All first aid trained staff are listed on the office notice board. The first aid co-ordinators are Sarah Hennessy and Liz Case.

There are first aid kits in each room all of which comply with the Health and Safety (First Aid) Regulations 1981. They are regularly checked and restocked and are kept out of the reach of children.

Should an accident occur affecting a child which we feel needs professional medical attention and is an emergency then we will call the parent/carer.

Should an accident occur affecting a member of staff, volunteer, work placement student or visitor then staff from Claverham Community College will be called upon to deal with the incident.

### **Risk Assessment**

The majority of the activities that are carried out in the Nursery are generally of low risk in nature and there are no significant risks that need to be recorded. However there are some regular nursery activities such as play in the garden, play at water or sand trays (slipping on water or sand, sand in eyes) or a planned trip outside the nursery to the school field when the children could be at risk. For all these activities we do carry out a risk assessment and record the significant findings.

Daily risk assessments are carried out by the senior member of staff on duty at the start of the nursery day. This covers the adequate amount of supplies, socket covers, trailing wires, visual inspections of the inside and outside areas, staffing levels, fire exits, floors and surfaces and toilet areas.

The Risk Assessment Co-ordinator (deputy nursery manager) carries out monthly risk assessments. These are carried out on the outdoor and indoor space, doors and windows, food preparation areas, toilet areas, first aid and fire precautions.

Alongside these checks the Risk Assessment Co-ordinator (deputy nursery manager) completes annual risk assessments. These are passed onto the Site Manager of Claverham Community College, Mr James Mercer for checking to ensure they are suitable and sufficient.

Any risk that is identified within our daily/monthly/yearly checks are dealt with immediately. This may include contacting the Site Manager of Claverham Community College or the ESCC Property Helpdesk. Other times the staff at the nursery are able to rectify the area of concern.

The first aid/incident book that is filled out are checked monthly and any implications relating to risk assessment are noted at the bottom of the form and staff are then informed of this information immediately as well as at the next staff meeting.

### **Health and Safety queries or issues**

All staff, students, visitors, parents/carers should report any health and safety issues or hazard promptly to the Nursery Manager or Deputy Nursery Manager or to a Senior Member of Staff in their absence.

### **Health and Safety Consultation**

Health and Safety issues are discussed as required and recorded at regular staff meetings.

The policy will be given to all members of staff in the Staff Booklet and will also form part of the induction process.

The policy will be given to all parents/carers as part of the Policy Booklet given to parents when their child starts at Claverham Day Nursery.

## **Health and Safety Training**

Staff at Claverham Day Nursery attend a 12 hour Paediatric First Aid Course. This is renewed every 3 years.

The Deputy Nursery Manager attends the Level 2 Award in Health and Safety in Health and Social Care. This is renewed every 3 years.

The Kitchen Assistant completes the Level 2 Award in Food Safety in Catering. This is renewed every 3 years.

Records of training undertaken by staff are kept in the Continued Professional Development file.

Planned dates for future course attendance and refresher courses are also noted on the 3 yearly planner.

## **Latex Allergies**

As staff and children can develop an allergy to latex used in disposable gloves the nursery provides non-latex gloves for staff to wear when changing nappies and dealing with bodily fluid.

## **Safety of play equipment**

Safety of play equipment is initially checked by the Nursery Manager and checked daily before use by the members of staff responsible for setting up the room. All equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the nursery. All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded.

The nursery purchases new equipment that is CE marked and uses UK suppliers. Equipment that is donated to the nursery is checked for its suitability and safety.

## **Sun Safety**

At Claverham Day Nursery we believe in promoting sun safety practice and procedures to ensure that children and staff are protected from sunburn and skin damage caused by harmful ultra violet radiation from the sun. Skin cancer is one of the most common cancers in the UK and it is particularly important to protect children and young people from the sun as their skin is more delicate and easily damaged. The nursery believes that by encouraging sun safe behaviour at the nursery and by teaching children about the risks of sunlight, we can prevent them from burning and contribute towards preventing skin cancer. The full policy can be found in the Sun Safety Policy which is held in the Office.

## **Clinical Waste/Nappy Changing**

In line with the Environmental Protection Act (1990): Duty of Care (Section 34) Clinical and Hygiene Waste is collected from the nursery weekly by the company Initial.

Disposable nappies and all other materials used for dealing with bodily fluids e.g. blood, are put into a plastic nappy sack and then placed into the large nappy bin which is situated in the children's nappy changing area. Inside the bin there is a yellow sack and the small bags are put inside and once the sack is full it is sealed and a new yellow sack is made available.

- All staff to wear disposable gloves and aprons.
- Never leave a child unattended on the changing mat.
- The mat will be cleaned after each use and nappy bins changed daily.
- Nappies are disposed of weekly through a waste disposal company in line with the Environmental Protection Act (1990).
- The nursery is cleaned daily by professional cleaning staff and maintained to its standard in the day by the nursery staff. This includes children's and staff toilets.



### **Expectant and Nursing mothers**

Risk Assessments will be made to assess the needs of expectant and nursing mothers of staff in carrying out work at the nursery and controls will be put in place as needed e.g. not lifting children. The HR officer at Claverham Community College carries out the Risk Assessment in line with East Sussex County Council guidelines.

All staff and parents/carers will be informed of infections and diseases affecting the children and staff at the nursery that warrant the need for expectant mothers to seek advice from G.P.s and or midwives.

### **Garden maintenance and arrangements**

Claverham Community College schedule and oversee garden maintenance contractors to carry out the following: during the growing season the grass at the nursery is cut, stinging nettles and brambles in the garden are cut back and brambles in the parking area are also cut back.

The nursery staff remove the weeds from the borders as and when needed.

### **Portable Appliance Testing (PAT)**

East Sussex County Council organise an external contractor to undertake portable appliance testing. Equipment that has been tested is labelled to show the next inspection date.

A register of items requiring testing is maintained and new items of equipment are added to the register.

### **Display Screen Equipment**

Assessment of the Display Screen Equipment for the nursery office has been undertaken and will be reviewed if and when significant changes to the office layout affecting health and safety environment take place.

### **Control of Substances Hazardous to Health (COSHH)**

All substances used by the nursery staff to maintain a clean and safe environment during the nursery day are household cleaners. The safety Data Information sheets for these products are made available to all e.g. in the COSHH folder in the office. All staff are required to follow the instructions for use found on the containers. All changes in suppliers and products will be reviewed with regard to COSHH.

Industrial strength cleaning products used by the professional cleaning staff, when the nursery is closed are not stored on the premises.

### **Food Hygiene**

The nursery is aware of its responsibilities under food hygiene legislation and is subject to unannounced inspections from the Local Authority Environmental Health Department. It takes all reasonable steps to ensure the safety and wellbeing of children and staff members. It complies with all relevant food and hygiene legislation and maintains a proactive approach to the management of food safety.

The nursery has a Food Safety Management Policy which sets out practice and procedures to be adopted and a copy of the policy is in the Staff Booklet which is given out during the induction period and it is also in the Student Booklet which is given to students on work experience.

The Kitchen Assistant completes the Level 2 Award in Food Safety in Catering. This is renewed every 3 years.

All staff complete the Level 2 Award in Food Safety – Early Years. This is renewed every 3 years

## **Food and Drink**

All food provided by the nursery will be nutritious. We are aware of children's dietary requirements and any food allergies so that we can meet their needs. Please see our Food Policy.

**NUTS** – We have a NO NUT policy within the nursery. Any food that does not contain nuts as an ingredient but bearing the label 'may contain traces of nuts' is allowed as so many products not carry this advice. Please consider this especially when bringing food in for the children on special occasions. Only shop bought products should be brought into nursery to share with the children.

**LUNCH AND TEA TIME FOOD** – a hot cooked lunch and a cold tea is provided by the company Zebedees. Lunch is at 12pm and Tea is at 4pm. Lunches for all rooms are dished up in the kitchen and brought through to each room on trays.

**DRINKING WATER** – Children bring in water bottles that are accessible at all times. Staff will fill up these bottles when needed. Babies are encouraged by staff to drink water throughout the day. During the summer month's staff encourage the children to drink more.

**SNACK TIMES** – The nursery provides 2 pieces of fruit consisting of apples, pears, bananas, pineapple, melon, kiwi, oranges and satsumas and a healthy starchy snack (e.g rice cakes, crackers, oatcakes or bread sticks). We offer a choice of milk or water.

**JUICE/SQUASH** – The nursery does not offer juice or squash to children. We have a NO JUICE policy in line with East Sussex County Council.

**STAFF DRINKS** – Hot drinks must not be consumed in any area where children are present: Baby room, Toddler room, Family room and all outside areas. Staff who wish to have a hot drink must not prepare, transport or consume hot drinks anywhere children are present. There is a kettle provided in the staff room for this purpose. They must consume their hot drink in this area where no children are present.

**STAFF LUNCHES** – Staff wishing to have a hot lunch must only heat up and consume this in the staff room where no children are present. There is a microwave or kettle for this purpose.

## **Animals in the nursery**

There are to be no animals brought onto the nursery site without prior agreement from the nursery manager. A risk assessment will be carried out prior to any animal entering the nursery. Claverham Community College does not allow dogs onto the site.

## **Induction**

All new staff have an induction carried out by the nursery manager. Health and Safety responsibilities at the nursery and working knowledge and understanding of health and safety practice, procedures and policy is covered in the induction procedure for all members of staff and overseen by the Nursery Manager's and Deputy Manager. This includes looking at current risk assessments and reviewing training needs. All staff, parents/carers, volunteers and students are required to read and comply with Claverham Day Nursery's Health and Safety Policy.

## **Crisis Management, Emergency and Disaster Plan**

Claverham Day Nursery has drawn up a Crisis Management, Emergency and Disaster Plan. If the nursery was affected by any disaster, parents/carers would be contacted by phone. All emergency phone numbers for each child are held in the office.

Please ensure we have up to date phone numbers at all times so you are contactable. Please make sure you have the nursery number as in the event of a disaster you may need to contact the nursery.

### **Insurance Cover**

Public Liability insurance and employers liability insurance is in place. These certificates are displayed on the parents' notice board.

### **Child Medical Issues**

The nursery is equipped and staffed for meeting the needs of 42 children (the maximum to attend at any one time) it is not a place for anyone who is feeling unwell. Please see the Administration of Medication Policy, Sick Child Policy and Exclusion periods for illness and infectious diseases.

### **Smoking and Vaping**

It is against the law to smoke or vape in the nursery building and all are informed of this by a notice up by the front door on the outside of the building.

The whole of the Claverham Community College school site is a no smoking/vaping area. If staff wish to smoke/vape in their lunch break then they must leave the site completely.

## **IMMUNISATION POLICY**

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

We make all parents aware that some children may not be vaccinated in the nursery, due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

Information regarding immunisations will be recorded on children's registration documents and updated as and when necessary, including when the child reaches the age for the appropriate immunisations.

### **Staff vaccinations policy**

It is the responsibility of all staff to ensure they keep up-to-date with their vaccinations for:

- Tetanus
- Tuberculosis
- Rubella
- Hepatitis
- Polio.

If a member of staff is unsure as to whether they are up-to-date, then we recommend that they visit their GP or practice nurse for their own good health.

### **Emergency Information**

Emergency information should be kept for every child and should be updated every year. Please inform the nursery of any changes as soon as possible.

### **Immunisations**

By the age of two all children should have received three doses of diptheria/tetanus/whooping cough/Hib and polio immunizations and at least one dose of measles, mumps and rubella (MMR) immunization.

By age 5 all children should, in addition, have had a booster of diptheria, tetanus and polio, and a second dose of MMR.

## **INTIMATE CARE AND PHYSICAL CONTACT POLICY**

### **Intimate Care**

Staff at Claverham Day Nursery care for very young children. There will be times when staff are required to have close physical contact with a child. It is also important for the children to feel safe, secure and loved in their environment. We understand that children can react differently to physical contact and respect this. Staff have received training in safeguarding children.

It should always be the child who instigates any sort of physical contact such as cuddles. If a child is very upset then the adult must ask the child if they want a cuddle. Children should not be kissed by the nursery staff under any circumstance.

In intimate care situations, the child's safety, dignity and privacy are of paramount importance. Children requiring intimate care will be treated respectfully at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including toileting, washing and dressing.

Nursery staff who provide intimate care do so in a professional manner. Staff are aware of safeguarding issues and have relevant training (e.g. health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

### **Nappies and Nappy Changing**

- Nappies should be changed on demand.
- We follow the Nappy Changing Policy. This is displayed in all changing areas. All staff must be fully trained to use this policy.
- Nappies must be disposed in a safe and relevant way. The Nursery Manager must ensure that nappies are disposed of in the correct way.
- No students or volunteers are allowed in changing areas unless supervised by a member of Claverham Day Nursery staff.
- Hygienic nappy changing practice is vital in reducing and preventing contamination and infection, not only to the child and adults, but also to the surrounding environment.

### **Toilet Training**

- Staff will work in partnership with parents while toilet training their child to ensure continuity.
- Children are always supervised when using the potty and whilst toilet training.
- Children are taught good hygiene practices of washing their hands each time they go to the potty/toilet.
- We follow the Toilet Training Policy. This is displayed in the children's toilet area.

### **Intimate care plan**

Staff work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (e.g. verbal or visual)
- Child's level of ability – what tasks they are able to carry out by themselves.

### **Best practise**

When intimate care is given, the member of staff explains fully each task that is carried out and the reasons for it. Staff will encourage children to do as much for themselves as they can.

### **Protecting Children**

Staff are familiar with the Department for Education (DfE) Keeping Children Safe in education documents and with the DfE document 'What to do if you are worried a child is being abused', and will follow the guidance they contain.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they inform the Nursery Manager and the DSL of the setting immediately. The Child Protection and Safeguarding Policy and Procedures will then be implemented. If necessary a Recording Suspicious Marks on a Child Form or a Pre-Existing Injuries Form will be filled in.

Should a child become unhappy about being cared for by a particular member of staff, the Nursery Manager will look into the situation and record any findings. These will be discussed with the child's parents or carers in order to resolve the problem. If necessary the Nursery Manager will seek advice from outside agencies.

If a child, parent, carer or member of staff makes an allegation against a member of staff, the procedure set out in the Managing Allegations/Concerns about individuals who work or volunteer with children policy will be followed.

### **Dealing with blood and bodily fluids**

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and placing in the nappy bins (clinical waste bins). When staff are dealing with body fluids, staff wear personal protective clothing (disposable plastic gloves and aprons) and wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home or disposed of in the medical bin – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Nursery staff maintain high standards of personal hygiene.

Staff follow the Body Fluids Risk Assessment.

## **KEY PERSON POLICY**

### **Aim**

At Claverham Day Nursery we operate a 'key person' system. A key person will be allocated to your child when pre-visits have been arranged and a confirmation letter is sent out.

### **What is a key person?**

A key person is a named person who has a special responsibility for a group of children. The key person is responsible for getting to know each child's abilities and their needs. The key person is also responsible for all written reports and liaising with parents/carers and where appropriate any other agencies involved with the child (another nursery or speech therapist for example). The key person is also responsible for making sure your child's needs; especially emotional and educational are met within the group.

The key person will also have the responsibility of ensuring that the child's Learning Journey is up to date, the child's interests are planned for and to develop a relationship with the family, which will include regular exchange of information. There are keyworker lists situated on the doors to each room clearly stating the names of the keyworkers and the children and parents are informed when children move into the next room giving details of the child's new keyworker and also the members of staff working in that room.

### **The advantages of having a key person system**

The advantages of having a key person system are so that parents/carers have a named person to whom they can talk to who knows the child well.

For babies in particular, the security of a consistent carer is maintained and the key person will usually be the person who helps to settle them in and cater for their physical and emotional needs.

Where a baby is unable to express their needs verbally the key person will be able to 'tune' into them by observing them closely. Children will get to know their key person and be able to use that relationship to develop a secure base within the Nursery to gain confidence and develop independence in them.

### **Co-key person**

The Key Person arrangement does not mean that they are the only person who works with your child, but it is expected that they will spend some time of the day together, particularly around arrival, going home and meal/snack times. Children will be allocated a co-key person to ensure continuity of care due to staff holidays, sickness and shift patterns. The co-key person works alongside the key person to know a child's routines, comforts and interests. You are welcome to talk to any member of staff about any issues, concerns or changes in routine/ circumstances and this information will be shared with the key person. If any staff members need to know anything about a particular child they will be able to ask the key person who will have a more detailed knowledge of your child.

We hope that the above information is useful to you. If you have any concerns, questions or comments, please ask either of the Nursery Manager or Deputy Manager and we will be happy to help.

### **Being an effective Key Person**

*"Effective key person working provides the foundation on which to build strong positive relationships with a child's parents, thereby helping to ensure the best outcomes for that child as he or she progresses through the Early Years Foundation Stage. The role of the key person is stressed within the EYFS framework, building on Elinor Goldschmeid's work in defining the role of the key person and emphasising its importance in enhancing a child's daily experience in a childcare setting" (Goldschmeid & Jackson, 2004).*

The role of the key person in the setting is to 'look out for' and pay special attention to a child during his or her time in the setting. Each key person will be responsible for a small group of children, getting to know them and their parents and family members well. Working in this way helps to show that all children are respected and valued as individuals, and avoids the danger of children becoming anonymous in a large group setting.

**Effective key person working involves practitioners:**

- Spending time getting to know each child's family well, and building up a relationship of trust with them.
- Learning as much as possible about each child in his or her key group - their individual interests, behaviours and preferences.
- Being available to welcome the child and parents into the setting at the beginning of the day.
- Spending time listening to what parents have to say about their child and using this information to help the child have the best possible day in the setting.
- Where necessary, reassuring parents, sharing information with them and signposting them to sources of help and advice.
- As far as possible, attending to the feeding and care routines of the children in their key group - these are important times for building strong positive relationships between child and adult.
- Being available to the children in the group during the day, showing an interest in what each child is doing and what he or she is feeling.
- Contributing to the range of observations and documentation that will be gathered to record the child's day.
- Helping parents to feel fully connected with their child's life in the setting by sharing information - verbal feedback, written observations and photographs - with parents at the end of the day.
- Passing on information to other practitioners in the setting to feedback to parents if the key person is not present when the child is collected. Ignoring this essential aspect of good practice can mistakenly give parents the impression that nobody has been closely involved with their child's welfare, learning and development during the course of the day.
- Encouraging parents to become involved with their own child's learning and development at home, providing help, advice and resources to enable them to do this.
- Looking carefully at the settings' organisation and management to find ways to minimise the number of transitions and changes of key person that a family experiences during a child's time in the early years setting.
- Supporting parents during periods of transition - from one room in the setting to another, between early year's settings, or moving onto school.

Being a key person is an important and emotionally demanding role.

**To support practitioners in their role it is important that the Nursery will aim to:**

- Provide training for staff taking on the key person role for the first time;
- Think carefully and be flexible about how children and parents are allocated to particular key people;
- Organise the setting's routines and rotas to ensure staff have time to carry out their role effectively;
- Have a co-key person system in place to cope with staff absences through holidays, training or sickness;
- Reflect on key person working regularly during staff meetings and training sessions so staff can air concerns and share examples of good practice;
- Making it clear to practitioners that they are not 'on their own' when working as a key person, but have the support of colleagues and managers in handling situations or issues that concern them.



## LATE AND NON-COLLECTION OF A CHILD POLICY

### **Statement of Intent**

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child.

### **Aim**

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Methods**

- We appreciate that, on occasion due to unforeseen circumstances; parents and carer's may be unable to collect their children on time. However, should a parent/carer fail to collect their child by the end of the session, without prior warning the following charges will be applied:

### **The nursery will charge £10.00 per hour**

- Charges will be issued for all late collections, except where waived by the manager due to exceptional circumstances. These charges will be levied to cover staffing costs, phone calls etc.
- Claverham Day Nursery is committed to the principles of safeguarding and has a duty of care towards all children attending our nursery.
- We therefore ask our parents/carers to:
  - Call the nursery as soon as possible to inform staff of the situation.
  - Ask a designated person to collect their child wherever possible.
  - Inform the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation.
  - If the designated person is not known to the nursery staff the parent must provide a password. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.
  - On occasions when parents or the persons normally authorised to collect the child are not able to we ask parents to record on a form the name, telephone number and password of the person who will be collecting the child. This procedure is followed if parents know in advance that they will not be able to collect the child.
  - If during the nursery session parents are aware they will be unable to collect their child and the persons normally authorised to collect the children are not able to either we ask parents to ring and inform us of details and description on any person that they have authorised to pick up their child in an emergency and provide a password. That person will be challenged by a member of staff and required to provide the password before any child is allowed to leave with them.
- Parents of children starting at the setting are asked to provide specific information which is recorded on our Child Details form, including,
  - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a mobile or number of a close relative.
  - Place of work and telephone number (if applicable)
  - Mobile telephone number (if applicable)
  - Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
  - Information about any person who does not have legal access to the child; and
  - Information about who has parental responsibility for the child.

- If a child is not collected at the end of the session/nursery day, we follow the following procedures:
  - If a child is not collected from the nursery after a reasonable amount of time (10mins has been allowed for lateness), parents/carers will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records. You must make sure ALL telephone numbers we hold are current.
  - The Nursery Manager, Deputy Manager or senior member of staff on duty and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
  - If the parents/carers still have not collected the child, the Nursery Manager, Deputy Manager or senior member of staff on duty will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record. All reasonable attempts are made to contact the parents or nominated carers.
  - If the Nursery Manager is not on duty, they will be informed that the child has not been collected.
  - In the event that the child is not collected from the setting by an authorised adult and the staff can no longer supervise the child on our premises we apply our child protection procedures as set out in our Safeguarding Children Policy
  - In the event of no contact with parents or emergency contacts being made by 6.45pm, the senior member of staff on duty will ring the Local Authority Designated Officer (LADO) and if the LADO is not available the Duty and Assessment Team or Out of Hours Emergency Duty Service will be contacted to advise them of the situation.
  - The two members of staff will remain in the building until the child is safely collected either by the parent(s) or by a social worker. The child's welfare and needs will be met at all times.
  - Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
  - A full written report of the incident is recorded in the child's file on the Late and Non-Collection of a Child Incident Record.
  - Ofsted may also be contacted.

### **REFERRALS TO EAST SUSSEX LADO**

All safeguarding/child protection referrals, meeting level four thresholds on the Continuum of Need should be referred to the Single Point of Advice (SPoA), using a Statement of Referral template. In the event there is an allocated team or social worker, contact should be made with them in the first instance.

**SPoA**                    01323 434222 (1<sup>st</sup> point of contact for all referrals East and West of the county)  
[0-19.SPOA@eastsussex.gov.uk](mailto:0-19.SPOA@eastsussex.gov.uk)

**MASH/DAT EAST**                    01424 724144

**MASH/DAT WEST**                    01323 747373

**Emergency Duty Service (EDS)**    01273 335905 / 01273 335906

If there is an allegation where a criminal offence might have been committed, please contact police or social care for advice before taking any further action.

## **NAPPY CHANGING POLICY**

### **Statement of intent**

Staff will have to change nappies from time to time and some children maybe reluctant for this to happen.

### **Aim**

The aim is to ensure that nappies are changed in a caring and hygienic manner with minimum distress to the child in a way agreed with the parents.

### **Method**

Nappies are changed on the designated changing mat where there are facilities for staff to wash their hands.

### **CHILDREN MUST NEVER BE LEFT ON A CHANGING MAT**

- The setting has facilities to change nappies such as a changing mat and a sink to wash hands
- Disposable gloves and aprons are used by staff when changing soiled nappies
- Place child on changing mat on changing table (if child is too heavy, place the changing mat on the floor)
- Wash and dry the child using the appropriate washing materials, such as wipes or cotton wool. Using the wipes or the cotton wool and warm water, wipe the genital area front to back.
- If requested by parents/carer apply nappy cream. Use a clean set of gloves to apply the cream.
- Put on a clean nappy. The child may need a new set of clothes as well. These should be supplied by the parents/carer. If spare clothes are not available use nursery clothes.
- All waste i.e., used nappies; wipes, gloves and aprons will be disposed of immediately into the nappy bin.
- Nappy sacks will be used for soiled nappies and placed into the nappy bin. The nappy bin is by the changing area and contains a yellow clinical waste bag. All nappies will be put in this bag and at the end of the day it will be tied and put in the bin area outside.
- Dress child (clean clothing on where necessary), and lift child down from changing table.
- Following the guidance from the Health Protection Agency, 'children's soiled clothing should be bagged to go home, never rinsed by hand.'
- Clean the changing mat with antibacterial spray ready for the next person to use.
- Wash your hands thoroughly with liquid soap and running water. Dry your hands on a disposable paper towel.
- Nappies are changed when needed.

**During the nappy changing experience staff are expected to interact with the child, and if the child is upset to reassure and comfort them. Praise will be given verbally throughout the nappy changing experience.**

**All staff that are required to change nappies and encourage toileting, will have a valid Disclosure and Barring Service check (DBS).**

## **NO SMOKING/VAPING POLICY**

### **Aim**

At Claverham Day Nursery we aim to provide a smoke free environment for all staff, children and visitors.

### **Method**

There is to be no smoking or vaping on the Claverham Community College site at any time.

We follow the guidance given by East Sussex County Council.

We aim to protect employees, visitors and those attending Claverham Day Nursery from exposure to tobacco smoke and to comply with the legislative requirements.

In accordance with the **2007 Smokefree Legislation**, smoking or vaping is not permitted anywhere inside the place of work.

- In addition to this, smoking will not be allowed anywhere on site – this includes the grounds (i.e. back garden and drive way)
- Entrances to the setting (i.e. doorways, ramps, stairs, other covered areas);
- On walls or near entrances to the front or back of the building.
- No Smoking signs will be placed outside the nursery building.
- Employees will not be allowed smoking or vaping breaks during work hours.
- Employees who wish to smoke or vape may only do so on designated work breaks (i.e. - during their lunch break) though this should not be encouraged.
- Employees who do smoke or vape on a designated break must cover up their uniform and thoroughly wash their hands afterwards.
- Employees must not hold a baby or child for at least 30-60 minutes after their last tobacco product was smoked or after vaping.
- All staff, including temporary staff and visitors will be made aware of the policy.
- Breaches of this policy will be subject to the normal disciplinary procedures.
- Applicants will be made aware of the policy and it will be included in their Staff booklet.
- The setting will promote the importance of having Smokefree Homes and Cars.

### **Second hand smoke and children**

- Children exposed to second-hand smoke are at risk of bronchitis, pneumonia, asthma attacks, meningitis and ear infections.
- Babies exposed to second-hand smoke are more at risk of cot death.
- Breathing second-hand smoke increases a child's or an adult's risk of lung cancer by 24% and heart disease by 25%
- Children breathing in other people's cigarette smoke resulted in 300,000 GP visits and 9,500 hospital admissions last year in the UK.
- From the 1<sup>st</sup> October 2015 it will be illegal to smoke in a vehicle with any person under the age of 18 as a passenger.

## ONLINE LEARNING JOURNEY POLICY

### **AIMS:**

Claverham Day Nursery ensures that all children attending the setting have a personal Learning Journey which records photos, observation and comments, in line with the Early Years Foundation Stage, to build up a record of each child's achievements during their time with us.

### **PROCEDURES:**

This policy sets out our procedure for the safe and effective use of Family and the management of online learning journeys, to ensure the system works to the benefit of every child, information is secure and safeguarding procedures are rigorous. The staff can upload observations, assessments, photographs and videos of the children throughout their time at Claverham Day Nursery. This is a completely secure system, only the manager, the staff and the child's parents will have access to the child's learning journal and only parents who have signed the agreement will be able to have access to the system. We encourage parents to be as involved in the process as possible, not only by reading and commenting on the observations but also by uploading their own pictures and comments of their children for us to enjoy and add to the assessment process. This partnership creates a journal, which grows for your child. The staff will only use the nursery tablets, which have been bought for this purpose. The tablets are to be stored overnight in a locked filing cabinet.

- Each child will have a key person allocated to them who will be responsible for the compilation of that child's Learning Journey, including their next steps in learning (however all staff will add observations for all children).
- Please be aware that keyworkers are unable to post observations every time a child is in.
- Claverham Day Nursery uses an online Learning Journey system (Family), allowing staff and parents to access the information from any computer via a personal, password-protected login.
- Staff access allows input of new observations and photos or amendment of existing observations and photos. Staff must keep their passwords and pin numbers secure and protect images of children by ensuring **only** they have access to their Family account and their nursery tablet. Staff members are encouraged to leave their tablet at nursery unless they **need** to update their Learning Journeys out of nursery time.
- Parent access allows input of new observations and photos or the addition of comments on existing observations and photos – parent log-ins do not have the necessary permission to edit existing material.
- Parents logging into the system are only able to see their own child's Learning Journey.
- Parents are asked to sign a consent form giving permission for their child's image to appear in other children's Learning Journeys, and to protect images of other children that may appear in any photos contained in their child's Learning Journey.
- The Learning Journey is started once the child has started Nursery and they have completed their settling in period (usually 6 weeks).
- Family is not used as a general communication tool between Nursery and home. A child's Learning Journey is a document recording their learning and development and parents may add comments on observations or contribute photos, videos or information about activities they have been doing at home.
- Parents may contact us through the usual channels for any other day- to-day matters, e.g. absence, extra sessions etc.

## **Security**

- Access to information stored on Family can only be gained by being sent a link from the nursery and then creating your own password.
- Parents can only see their own child's information and are unable to login to view other children's Learning Journeys.

## **Staff Agreement**

All staff using the Family system will adhere to a Staff Agreement where they shall:

- Only use devices supplied by the setting for their intended use and in line with their role as an employee of Claverham Day Nursery.
- Not download any images or information to personal computers/tablets/mobile phones
- Not use devices for personal use
- Not share the information stored with anyone other than the Nursery Manager and staff at Claverham Day Nursery.
- Ensure that log in details remain confidential to themselves
- Ensure that devices are only used to access the internet via a secure network
- Delete photos stored on the device as soon as they have been added to the online Learning Journey.

## **Parental Restrictions**

Please remember that your child's learning journey contains personal data that relates not only to your child, but to other children who attend our early years setting. It is likely, for example, that some of the photographs enclosed will capture other children at play. Permission has therefore been obtained to include such information in your child's learning journey, however it must be remembered that such data is shared for your own personal use only. This means that information cannot be shared with others, or 'publicised' in any way, without the explicit consent of the parents or carers of those children who may be included. For example, such photographs cannot be displayed on a social networking site, displayed in a public place or via email or text.

Parents sign an agreement to say they will adhere to this.

# **ONLINE SAFETY POLICY AND ACCEPTABLE USE AGREEMENTS**

## **Nursery Key Contacts for Online Safety**

Online Safety Co-ordinator: Sarah Hennessy

Designated Safeguarding Lead: Sarah Hennessy

Deputy Designated Safeguarding Lead: Liz Case

Claverham Community College Designated Safeguarding Lead: Steve Lochan-Grimer

## **Policy aims**

This online safety policy has been adapted by Claverham Day Nursery involving staff, learners and parents/carers.

Claverham Day Nursery has a commitment to keeping children safe and healthy and the online safety policy operates at all times under the umbrella of the Safeguarding Child Protection Policy. The online safety policy is the implementation of the Safeguarding policy in relation to electronic communications of all types.

It takes account of the DfE statutory guidance Keeping Children Safe in Education 2024, Early Years Foundation Stage and the East Sussex Safeguarding Children Partnership procedures.

The purpose of Claverham Day Nursery's online safety policy is to:

- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices.
- Provide staff and volunteers with the overarching principles that guide our approach to online safety
- Ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

This policy statement applies to all staff, volunteers, children and young people and anyone involved in Claverham Day Nursery's activities.

## **Introduction**

The Internet is now regarded as an essential resource to support teaching and learning. Computer skills are vital to accessing life-long learning and employment. It is important for children to learn to be e-safe from an early age and the nursery can play a vital part in starting this process.

In line with other nursery policies that protect children from other dangers, there is a requirement to provide children with as safe an internet environment as possible and a need to begin to teach them to be aware of and respond responsibly to possible risks.

## **We believe that:**

- Children and young people should never experience abuse of any kind
- Children should be able to use the internet for education and personal development, but

safeguards need to be in place to ensure they are kept safe at all times.

### **We recognise that:**

- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children young people and adults involved in our organization are protected from potential harm online
- we have a responsibility to help keep children and young people safe online, whether or not they are using Claverham Day Nursery's network and devices.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.

### **Core Principles of Internet Safety**

The internet is becoming as commonplace as the telephone or TV and its effectiveness use is an essential life-skill. Unmediated internet access brings with it the possibility of placing children in embarrassing, inappropriate and even dangerous situations.

### **The Online Safety Policy is built on the following care principles:**

#### Guided educational use

Significant educational benefits should result from internet use including access to information from around the world. Internet use should be carefully planned and targeted within a regulated and managed environment.

#### Risk assessment

We have a duty to ensure children in the nursery are not exposed to inappropriate information or materials. We also need to ensure that children know how to ask for help if they come across material that makes them feel uncomfortable.

#### Responsibility

Internet safety in the nursery depends on staff, parents, carers and visitors taking responsibility for the use of internet and other communication technologies such as mobile phones. It is the nursery's responsibility to use technical solutions to limit internet access and to monitor their effectiveness.

### **Why is it important for nursery children to access the internet?**

The internet is an essential element in 21st century life for education, business and social interaction. The nursery has a duty to provide children with quality internet access as part of their learning experience and to meet the demands of the Early Years curriculum. Nursery internet access will be



tailored for educational use and will include appropriate filtering. Children will learn appropriate internet use. Staff will guide online activities that will support their learning journeys. The internet is also used in the nursery to support the professional work of staff, to allow effective planning and to enhance the nursery's management information and business administration systems.

**We will seek to keep children and young people safe by:**

- Appointing an online safety coordinator. Claverham Day Nursery's Online Safety Coordinator is Sarah Hennessy
- Providing clear and specific directions to staff and volunteers on how to behave online through our Staff Behaviour Policy/Code of Conduct
- Supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others.
- Supporting and encouraging parents and carers to do what they can to keep their children safe online
- Developing an online safety agreement for use with staff, young people and their parents and carers
- Developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child or young person
- Reviewing and updating the security of our information systems regularly
- Ensuring that user names, logins, email accounts and passwords are used effectively
- Ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- Providing supervision, support and training for staff and volunteers about online safety
- Examining and risk assessing any social media platforms and new technologies before they are used with the organisation

**How will filtering be managed?**

Claverham Day Nursery is part of Claverham Community College and all devices are monitored by the ICT technicians at the college.

The ICT technicians will ensure that the appropriate filters are applied to the PCs in the setting and to the PCs in the office. We will also review the sites accessed. If staff discover unsuitable sites have been accessed on the nursery's devices, they must be reported immediately so that filters can be reviewed.

Claverham Community College's ICT technicians will maintain a written record of users who are granted access to our devices and systems.

- The college uses Active Directory which is managed by the ICT technicians and links to

SIMS which keeps a record of all the current users and what they can and cannot access. Our ICT technicians have ensured that our setting has age and ability appropriate filtering and monitoring in place, to limit learner's exposure to online risks.

The ICT technicians are aware of the need to prevent "over blocking", as that may unreasonably restrict what can be taught, with regards to online activities and safeguarding.

Our decision regarding filtering and monitoring has been informed by a risk assessment, considering our specific needs and circumstances and is reviewed at least annually by the DSL, IT service provider and the governor responsible for safeguarding/online safety. A review will also be carried out following the identification of a safeguarding risk or any changes in working practice such as remote access or Bring Your Own Device or if new technology is introduced. We follow the guidance outlined in the DfE filtering and monitoring standards when carrying out the review.

Changes to the filtering and monitoring approach will be risk assessed by staff with educational and technical experience and, where appropriate, with consent from the leadership team; all changes to the filtering policy are logged and recorded.

The leadership team will ensure that regular checks are made to ensure that the filtering and monitoring methods are effective and appropriate using the [Safer Internet Centre guidance](#) on appropriate filtering and appropriate monitoring.

All members of staff are aware that they cannot rely on filtering and monitoring alone to safeguard children; effective classroom management and regular education about safe and responsible use is essential.

The college is compliant with the DfEs filtering and monitoring standards for schools and colleges. This is checked and reviewed at least annually.

Education broadband connectivity is provided through MLL Telecom. We use Smoothwall which blocks sites which can be categorised as: pornography, racial hatred, extremism, gaming and sites of an illegal nature. Our filtering provider is a member of the Internet Watch Foundation (IWF).

The filtering system blocks all sites on the [Internet Watch Foundation](#) (IWF) list.

The filtering system blocks all sites on the Counter Terrorism Internet Referral Unit (CTIRU) list.

We work with (MLL Telecom / Smoothwall) to ensure that our filtering policy is continually reviewed.

If staff discover unsuitable sites, they will be required to:

- Turn off monitor/screen and report the concern immediate to a member of staff.
- The member of staff will report the concern (including the URL of the site if possible) to the DSL (or deputies) and/or technical staff.
- The breach will be recorded and escalated as appropriate.
- Parents/carers will be informed of filtering breaches involving their child.

Any material believed to be illegal will be reported immediately to the appropriate agencies, such as the IWF, Sussex Police or CEOP.

We will appropriately monitor internet use on all setting owned or provided internet enabled devices and personal devices which connect to the school infrastructure/network (*delete as appropriate*). This is achieved by:

- *We monitor most of our devices through a software called Impero, it allows staff to monitor and access what is currently being viewed on the device as well as giving the ability to remotely take over the device and stop whatever is being done. This along with Smoothwall which detects keywords such as gambling, guns etc. and automatically sends email reports to the ICT technician of which user put in these search terms.*

If a concern is identified via monitoring approaches we will:

- *The DSL or deputies will respond in line with the child protection policy.*

All users will be informed that use of our systems can be monitored and that all monitoring will be in line with data protection, human rights and privacy legislation.

## **Managing Content**

Staff are responsible for ensuring that material accessed by children is appropriate and that the use of any internet derived materials by staff or by children complies with copyright law. The point of contact on the website is the nursery address, nursery e- mail and telephone number. Staff or children's home information will not be published. Website photographs that include children will be selected carefully and will not allow individual children to be clearly identified unless approved. Children's full names will not be used anywhere on the website, particularly in association with photographs. Written permission from parents or carers for featuring their child on the website is requested when each child starts at the nursery and parents'/carers' wishes are followed at all times.

## **Managing e-mail**

Children will not have access to e-mail. Staff using e-mail will use a nursery e-mail address. This address must not be used for personal e-mail. Staff will be given their own work e-mail address.

- Access to our email systems will always take place in accordance with data protection legislation and in line with other policies, including confidentiality, acceptable use policies and the code of conduct/behaviour policy.
- The forwarding of any chain messages/emails is not permitted.
- Spam or junk mail will be blocked and reported to the email provider.

- Any electronic communication which contains sensitive or personal information will only be sent using secure and encrypted email.
- Setting email addresses and other official contact details will not be used for setting up personal social media accounts.
- Members of the staff will immediately inform the nursery manager and she will inform the ICT technicians if they receive offensive communication, and this will be recorded in our safeguarding files/records.
- We will have a dedicated email for reporting wellbeing and pastoral issues. This inbox will be managed by designated and trained staff. The email address is [MHFA@claverham.org](mailto:MHFA@claverham.org)

## **On-line communications and social networking**

### Expectations

- The expectations' regarding safe and responsible use of social media applies to all members of our community.
- The term social media may include (but is not limited to): blogs; wikis; social networking sites; forums; bulletin boards; online gaming; apps; video/photo sharing sites; chatrooms and instant messenger.
- All members of our community are expected to engage in social media in a positive, safe and responsible manner.
  - All members of our community are advised not to publish specific and detailed private thoughts, concerns, pictures or messages on any social media services, especially content that may be considered threatening, hurtful or defamatory to others or that could damage the reputation of the school or individual within it.
- We will control staff access to social media whilst using setting provided devices and systems on site.
  - The use of social media during setting hours for personal use *is not* permitted.
  - Inappropriate or excessive use of social media during setting hours or whilst using setting devices may result in disciplinary or legal action and/or removal of internet facilities.
- Concerns regarding the online conduct of any member of our community on social media, should be reported to the DSL (or deputy) and will be managed in accordance with our anti-bullying, allegations against staff, behaviour and child protection policies.

### Staff Personal Use of Social Media

- The safe and responsible use of social networking, social media and personal publishing sites will be discussed with all members of staff as part of staff induction and will be revisited and communicated via regular staff training opportunities.

- Safe and professional behaviour will be outlined for all members of staff (including volunteers) as part of our Code of Conduct/ Staff behaviour policy as part of Acceptable Use Policy.

### *Reputation*

- All members of staff are advised that their online conduct on social media can have an impact on their role and reputation within the setting.
  - Civil, legal or disciplinary action may be taken if staff are found to bring the profession or institution into disrepute, or if something is felt to have undermined confidence in their professional abilities.
- All members of staff are advised to safeguard themselves and their privacy when using social media sites. Advice will be provided to staff via staff training and by sharing appropriate guidance and resources on a regular basis. This will include (but is not limited to):
  - Setting the privacy levels of their personal sites.
  - Being aware of location sharing services.
  - Opting out of public listings on social networking sites.
  - Logging out of accounts after use.
  - Keeping passwords safe and confidential and using two factor authentication wherever possible.
  - Ensuring staff do not represent their personal views as that of the setting.
- Members of staff are encouraged not to identify themselves as employees of our setting on their personal social networking accounts; this is to prevent information on these sites from being linked with the setting, and to safeguard the privacy of staff members.
- All members of staff are encouraged to carefully consider the information, including text and images, they share and post online and to ensure that their social media use is compatible with their professional role and is in accordance with our policies and the wider professional and legal framework.
- Information and content that staff members have access to as part of their employment, including photos and personal information about children and their family members or colleagues will not be shared or discussed on social media sites.
- Members of staff will notify the nursery manager immediately if they consider that any content shared on social media sites conflicts with their role.

### *Communicating with children and parents and carers*

- Communication with children both in the offline world and through web based and telecommunication interactions should take place within explicit professional boundaries. This includes the use of computers, tablets, phones, texts, e-mails, instant messages, social media such as Facebook and Twitter, chat rooms, forums, blogs, websites, gaming sites, digital cameras, videos, web cams and other hand-held devices. (Given the ever-changing world of technology it should be noted that this list gives examples only and is not exhaustive.) Staff

should not request or respond to any personal information from children. They should ensure that their communications are open and transparent and avoid any communication which could be interpreted as 'grooming behaviour'.

- Staff should not give out any personal contact details.
- Staff should not accept friend requests from parents that are currently accessing the nursery. If a member of staff feels that this is necessary, they should first seek guidance from the DSL or a senior leader. Any pre-existing relationships or exceptions that may compromise this, will be discussed with DSL (or deputies) and/or the Nursery manager. (see *Staff Behaviour Policy/ Code of Conduct for further information*)
- Staff will not use personal social media accounts to contact children or parents, nor should any contact be accepted, except in circumstances whereby prior approval has been given by the nursery manager.
- Any communication from children and parents received on personal social media accounts will be reported to the DSL (or deputies).

### **Official Use of Social Media**

Our official social media channel is: *Facebook*.

- The official use of social media sites only takes place with clear educational or community engagement objectives, with specific intended outcomes.
  - The official use of social media as a communication tool has been formally risk assessed and approved by the nursery manager.
  - Leadership staff have access to account information and login details for our social media channels, in case of emergency, such as staff absence.
- Official social media channels have been set up as distinct and dedicated social media sites or accounts for educational or engagement purposes only.
  - Staff use setting provided email addresses to register for and manage any official social media channels.
  - Public communications on behalf of the setting will, where appropriate and possible, be read and agreed by at least one other colleague.
- Official social media use will be conducted in line with existing policies, including anti-bullying, image/camera use, data protection, confidentiality and child protection.
  - All communication on official social media platforms will be clear, transparent and open to scrutiny.
- Parents/carers and children will be informed of any official social media use, along with expectations for safe use and action taken to safeguard the community.
- Parents and carers will be informed of any official social media use with children; written parental consent will be obtained, as required.
- We will ensure that any official social media use does not exclude members of the community who are unable or unwilling to use social media channels.

### *Staff expectations*

- If members of staff are participating in online social media activity as part of their capacity as an employee of the setting, they will:
  - Sign our social media acceptable use policy.
  - Always be professional and aware they are an ambassador for the setting.
  - Disclose their official position but make it clear that they do not necessarily speak on behalf of the setting.
  - Always be responsible, credible, fair and honest, and consider how the information being published could be perceived or shared.
  - Always act within the legal frameworks they would adhere to within the workplace including libel, defamation, confidentiality, copyright, data protection and equalities laws.
  - Ensure that they have appropriate consent from parents before sharing images on the official social media channel.
  - Not disclose information, make commitments or engage in activities on behalf of the setting, unless they are authorised to do so.
  - Not engage with any direct or private messaging with current, or past, children, parents and carers.
  - Inform their manager, the DSL (or deputies) and/or the line manager of any concerns, such as criticism, inappropriate content or contact from children.

Photographs of children will only be used with parental consent and this will be gathered for both our parents group and our public pages. Staff will not discuss individual children or their setting on Facebook, Twitter or any other social networking site.

### **Staff use of personal devices and mobile phones**

Personal mobile phones are not permitted in the children's rooms (baby, toddler, family and bathrooms). Staff are permitted to use their mobile phones in the office and in the staff room area, but the taking of photographs on mobile phones is strictly prohibited anywhere on the nursery site. Photos are only taken with permitted devices.

Members of staff will ensure that use of personal phones and devices takes place in accordance with the law, as well as, relevant policy and procedures, such as: confidentiality, child protection, data security and acceptable use.

Staff will be advised to:

- Keep mobile phones and personal devices in a safe and secure place. Staff mobile phones and devices should be stored in the office lockers during work time.
- Keep mobile phones and personal devices switched off or switched to 'silent' mode during work times.

- Not use personal devices during work time, unless permission has been given by the nursery manager, such as in emergency circumstances.
- Ensure that any content bought onto site via mobile phones and personal devices are compatible with their professional role and expectations.

Members of staff are not permitted to use their own personal phones or devices for contacting parents and carers.

- Any pre-existing relationships, which could undermine this, will be discussed with the DSL (or deputies) or nursery manager.

Staff will not use personal devices:

- To take photos or videos of children and will only use work-provided equipment for this purpose.
- Directly with children and will only use work-provided equipment during lessons or educational activities.

If a member of staff breaches our policy, action will be taken in line with our code of conduct/staff behaviour and allegations policy

- If a member of staff is thought to have illegal content saved or stored on a mobile phone or personal device or have committed a criminal offence, the police will be contacted.

### **Password Policy**

- All members of staff will have their own unique username and private passwords to access our systems; members of staff are responsible for keeping their password private.
- We require all users to:
  - Use strong passwords for access into our system.
  - Always keep their password private; users must not share it with others or leave it where others can find it.
  - Not to login as another user at any time.
  - Use two-factor/two-step verification for all accounts which have access to personal or sensitive operational data and functions

### **Management of Applications (apps) used to record children's progress**

- We use FAMLY to track children progress and share appropriate information with parents and carers.
- The nursery manager is ultimately responsible for the security of any data or images held of children. As such, they will ensure that the use of tracking systems is appropriately risk assessed prior to use, and that they are used in accordance with data protection legislation, including the General Data Protection Regulations (GDPR) and Data Protection legislation.
- To safeguard learner's data:
  - Only learner issued devices will be used for apps that record and store children' personal details, attainment or photographs.



- Personal staff mobile phones or devices will not be used to access or upload content to any apps which record and store children's personal details, attainment or images.
- Devices will be appropriately encrypted if taken off site, to reduce the risk of a data security breach, in the event of loss or theft.
- All users will be advised regarding safety measures, such as using strong passwords and logging out of systems.
- Parents and carers will be informed of the expectations regarding safe and appropriate use, prior to being given access; for example, not sharing passwords or images.

### **Parents and e-safety**

- We recognise that parents and carers have an essential role to play in enabling children and young people to become safe and responsible users of the internet and associated technologies.
- We will build a partnership approach to online safety with parents and carers by:
  - Providing information and guidance on online safety in a variety of formats.
  - We will highlight online safety through events such as parent consultations, the Padlet and through our learning platform FAMILY.
- Drawing their attention to the online safety policy and expectations in newsletters, letters, our prospectus and on our website.
- Requiring them to read our acceptable use policies and discuss the implications with their children.
- Providing them with information about our approach to filtering and monitoring as well as information about the types of things that children will be doing online.

### **If online abuse occurs, we will respond to it by:**

- Having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- Providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying or cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organization as a whole into account
- Reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

### **Handling Complaints**

Any complaints about the appropriate use of the internet or other technologies will be handled through the complaints procedure.

# Acceptable rules agreement for children

**This agreement is intended to help our younger pupils understand:**

- How to stay safe while using the internet and other digital technologies for educational, personal and recreational use.
- That they must use school systems in a responsible way, to ensure that there is no risk to their own safety or to the safety and security of the systems and other users.

**This is how we stay safe when we use computers at nursery and at home:**

- I will ask an adult if I want to use the computers / devices and will only use it when they are with me;
- I will only use activities that an adult has told or allowed me to use;
- I will ask for help from an adult if I am not sure what to do or if I think something has gone wrong;
- I will tell an adult if I see something that upsets me on the screen or if I am worried or unsure;
- I know that if I don't follow these rules I might not be allowed to use the computers / devices;
- I will only do activities online that a teacher or suitable adult has told me or allowed me to use;
- I will ask for help from an adult if I am not sure what to do or if I think something has gone wrong;
- I will tell a teacher or adult if I see something that upsets me on the screen or if I am worried or unsure about something;

**Childs Name:** .....

**Parents Name:** .....

**Parents Signature:** .....

**Date:** .....

## **Letter to Parents/carers for Early Years – Key Stage 1 Children**

Dear Parents and Guardians,

As part of their learning and development, your child will have the opportunity to access a wide range of digital technologies, including computers, interactive whiteboards, games and tablets at nursery. We recognise the value of using these digital technologies and the potential risks involved and therefore have rigorous online safety policies and procedures in place which are available to read on our website. Parents also receive a copy in the Parent Handbook.

In order to support us further in developing your child's knowledge and understanding about online safety, please read the agreement below and discuss this with your child. We then ask that you sign and return the slip below. We understand that your child is too young to give informed consent on their own; however, we feel it is good practice to involve them as much as possible in the decision-making process, and believe a shared commitment is the most successful partnership.

Hopefully, you will also find these rules provide an opportunity for further conversations between you and your child about safe and appropriate use of the online and digital technologies, both within and beyond the early years setting environment, such as at home or at a friend's home.

Signed by Nursery Manager/Designated Safeguarding Lead (DSL)

# Acceptable Use of Technology Statement and Forms for Parents/Carers

I agree to:

- I have read – and discussed with my child the Acceptable rules agreement for children for the setting and understand that this agreement will help keep my child safe online;
- I understand that the agreement applies to my child’s use of setting devices and systems on site and at home, and personal use where there are safeguarding and/or behaviour concerns;
- I am aware that the use of setting devices and systems may be monitored for safety and security reason to keep my child safe. This monitoring will take place in accordance with data protection, privacy, and human rights legislation and further information about the setting’s approach can be found here [Data Protection and Information Security Policy](#)
- I understand that the setting will take every reasonable precaution, including implementing appropriate monitoring and filtering systems, to ensure my child is safe when they use setting devices and systems. I understand that the setting cannot ultimately be held responsible for the nature and content of materials accessed on the internet
- I give permission for my child’s work to be used on setting Social Media Account;
- I am aware of the importance of safe online behaviour and will not deliberately upload or add any images, video, sounds or text that could upset, threaten the safety of or offend any member of the setting community.
- I understand that the setting will contact me if they have concerns about any possible breaches of the AUP or have any concerns about my child’s safety.
- I will inform the setting or other relevant organisations if I have concerns over my child’s or other members of the setting communities’ safety online.
- I know that my child will receive online safety education to help them understand the importance of safe use of technology and the internet – both in and out of setting.
- I will support the setting online safety approaches and will discuss this agreement and the Acceptable rules agreement for children with my child. I will use appropriate parental controls and will encourage my child to adopt safe use of the internet and other technology at home, as appropriate to their age and understanding.

**Childs Name:** .....

**Parents Name:** .....

**Parents Signature:** .....

**Date:** .....

## Photography Acceptable Use Agreement

We sometimes stage events for children to which parents/carers are invited. Photographs and videos of setting productions are ones which parents/carers tend to treasure and recognise that you are likely to want to record these special events for your families to enjoy for years to come. We will always try our best to allow use of cameras/devices with cameras at such events but reserve the right to prohibit their use. We hope you will support us in this.

We request that parents and carers sign an Acceptable Use Agreement to cover the taking and use of such images, to ensure that the requirements of the Data Protection Act 2018 and General Data Protection Regulations (GDPR), are adhered to and the wishes of other parents/carers are respected.

I agree to:

- Use recording/photography only in the designated areas agreed
- Use recording/photography equipment on the agreed date and time only
- Respect the rights of other parents, and will not attempt to make any recordings if full parental consent cannot be obtained
- Stand to the rear of the designated area to avoid obstructing the view of others
- Avoid taking unnecessary close-ups of individual children (other than my own child)
- Stop recording/taking photos on the request of any staff member
- Ensure any photographs or videos taken are for my personal use only
- Not sell, publish or display such images in any form, including uploading of photos onto the internet, in line with Data Protection guidelines

**We will retain this form for 3 years after your child has left the nursery and then it will be securely destroyed.**

**Childs Name:** .....

**Parents Name:** .....

**Parents Signature:** ..... **Date:** .....

## Image Consent Letter and Form

This letter explains why we will need to ask for consent before we are able to take photographs and video recordings of your child during their time at Claverham Day Nursery

Generally, photographs and videos recordings are a source of pleasure and pride. We believe that the taking and use of photographs and recordings can enhance the self-esteem of children and their families and therefore is something to be welcomed and appreciated.

We may take photographs and video recordings for a number of reasons whilst your child is with us, including to:

- document what they enjoy doing
- record their learning and development progress
- display in learning journeys and / or document panels
- record special events and achievements

We will also encourage children to be active learners, and to become involved in using cameras themselves by taking photos of their surroundings, activities and of each other.

We do however recognise that with the increased use of technologies, particularly digitally and online, the potential for misuse has become greater and we understand that this can give rise to concern. We will therefore endeavour to put effective safeguards in place to protect children by minimising risk. We will seek to protect children's identity and to limit opportunities for the taking, making and distribution of inappropriate images.

We often stage events for children to which parents are invited. Photographs of setting productions are ones which parents / carers tend to treasure. We will always try our best to allow parents / carers to use cameras at such events (on condition that they have signed the Acceptable Use Agreement).

Occasionally, we may invite the media into our setting to take photographs or film footage for publicity purposes and to record any special events. We will notify you of such occasions, and will seek specific permission for photographs to be taken, and potentially published at such times.

Should we wish to use any images in our publicity, in our prospectus or on the website, we will again ask for specific permission. This will be obtained alongside a copy of the image, and permission to use such image will be for a defined period of time only.

We are mindful of the fact that for some families, there may be reasons why protecting a child's identity is a matter of particular anxiety, and if you have special circumstances either now, or at any time in the future which would affect or change your position regarding consent, please let us know immediately in writing.

To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), we need your permission before photographs and recordings of your child are made. Please complete the attached permission form.

# Image consent form

Childs Name: .....

Please complete as appropriate. Please note that the word 'image' relates to photographs and video recordings.

- I consent / do not consent to photographs of my child being taken by practitioners representing Claverham Day Nursery.
- I consent / do not consent to video recordings of my child being taken by practitioners representing Claverham Day Nursery
- I consent / do not consent to my child's image being used in their online Learning Journey
- I consent / do not consent with any resulting images being displayed on walls or in digital photo frames where they may be visible at times to the general public or anywhere which could be defined as a 'public place'.
- I consent / do not consent to my child's image being used on the nursery's **OPEN** Facebook page (anyone can see this page)
- I consent / do not consent to my child's image being used on the nursery website.
- I consent / do not consent to my child's image being used in publicity materials or in the media.
- I understand that I can withdraw my consent, or can request to see images taken at any time.
- I understand that at any time should she / he refuse or become upset, no photographs will be taken.
- I understand that if I as a parent/carer download any images of my child from the Family App or the nursery Facebook page they will not be shared with anyone and will not be posted to any social media sites or via email or text.
- I understand that any photographs or video images I as a parent/carer might take at nursery events may include other children other than my own. I will not use these images inappropriately and I will ensure the privacy of other families.

Parents Signature: .....Date: .....

**This form is valid for the duration of your child's time at our early years setting. The consent will automatically expire after this time.**

**It is your responsibility to let us know in writing, if you want to withdraw or change your consent at any time.**

**We will retain this form for 21 years and 6 months after your child has left the nursery and then it will be securely destroyed.**

**Digital images of your child will be deleted within 6 months of your child leaving the nursery.**

# Learning Journey Trust Statement

Dear Parent or Carer,

This learning journey is used to reflect your child's time at our early years setting. It includes observations of your child at play, photographs and other information. The aim is to provide you with a continuous picture of your child's time at our setting. The learning journey, therefore, captures your child's own personal journey, based on their own individual starting point, interests and experiences.

We hope that you will be able to contribute information to this learning journey, perhaps by including some information and photographs which show what your child enjoys doing at home. This information will help us to ensure that the care, learning and development opportunities we offer your child complement those you already offer.

Please remember however, that this learning journey contains personal data that relates not only to your child, but to other children who attend our early years setting. It is likely, for example, that some of the photographs enclosed will capture other children at play. Permission has therefore been obtained to include such information in your child's learning journey, however it must be remembered that such data is shared for your own personal use only. This means that information cannot be shared with others, or 'publicised' in any way, without the explicit consent of the parents or carers of those children who may be included. For example, such photographs cannot be displayed on a social networking site, displayed in a public place or via email or text.

**We will retain this form for 3 years after your child has left the nursery and then it will be securely destroyed.**

**Childs Name:** .....

- I understand and agree with the Learning Journey Trust Statement.
- I understand that any data included within my child's learning journey which relates to another child, is for my information and personal use only.
- I will not seek to publicise, display or share such data with others, and will ensure the privacy of other families in doing so.
- I understand that my child's image may be used in group photographs which are included in other children's' learning journeys.
- I understand that staff may need to take the settings devices home to work on my child's learning journey. All staff understand and sign an acceptable use agreement on how they should use the settings devices. Staff are aware of their role in confidentiality.

Email addresses of those with parental responsibility you would like linked to the Family App to view your child's learning journey.

1. ....

2. ....

**Parents Signature:** ..... **Date:** .....



## Online Safety Pledge

Claverham Day Nursery shows its commitment to online safety by pledging that:

1. The advantages and positive aspects of using digital technologies will be continually promoted among children and young people.
2. Our setting will have its own Acceptable Use Policy (AUP), which will be kept up to date as technology and its use develops, and which will be promoted among the organisation's / group's staff, volunteers and users.
3. Our setting will have a member of staff / volunteer designated as a Registered Person / Online Safety Lead Person who is fully conversant with children and young people's safe use of digital technologies and responsible for ensuring that all necessary policies and procedures and safeguarding measures are in place.
4. The AUP will be promoted and made available to all those who use digital technologies, including children and young people and their parents / carers.
5. Electronic safeguards, appropriate to the setting, will be put in place, in line with relevant national and local guidance and will be updated regularly. Reports generated from these will be used to confirm adherence to AUPs.
6. Children and young people using digital technologies within this setting will be made aware of their online rights, and the potential risks and dangers.
7. Children and young people will be equipped with the knowledge and encouraged to take responsibility for keeping themselves safe whilst using digital technologies.
8. Staff and volunteers will be made aware of safeguarding issues for children and young people using digital technologies.
9. Procedures will be in place to ensure that action will be taken when there are concerns that these digital technologies have been used inappropriately.
10. Staff / volunteers, young people, and parents / carers will be made aware of how to report concerns / whom to speak to if they feel worried about, or are aware of, any online safety incidents.
11. All users will be consulted about, and involved in, the implementation of our pledge.

Signed by Nursery Manager/Designated Safeguarding Lead (DSL)

## **Staff and Volunteer Acceptable Use Agreement**

The Acceptable Use Agreement is intended to support the online safety of the setting and individual staff and volunteers through:

- Staff and volunteers acting responsibly to stay safer while online and being good role models for younger users
- Effective systems being in place for the online safety of all users and the security of devices, systems, images, personal devices and data.
- Staff and volunteers being aware of how they can protect themselves from potential risks in their use of online technology.

The term “professional” is used to describe the role of any member of staff, volunteer or responsible adult.

### **For my professional and personal safety I must understand that:**

- I should ensure that my online activity does not compromise my professional responsibilities, nor bring my setting into disrepute
- My use of technology could be monitored
- When communicating professionally I will use the technology provided by the group (e.g. email). These rules also apply when using the group’s technology either at home or away from the setting base
- Personal use of the group’s technology is only acceptable with permission

### **For the safety of others:**

- I will not access, copy, remove or otherwise alter any other user’s files, without authorisation
- I will communicate with others in a professional manner
- I will share other’s personal data only with their permission
- I understand that any images I publish will be with the owner’s permission and follow the group’s code of practice
- Wherever possible I will use the group’s equipment to record any digital and video images, unless I have permission to do otherwise

### **For the safety of the group/setting, I understand that:**

- I will not try to access anything illegal, harmful or inappropriate
- It is my responsibility to immediately report any illegal, harmful or inappropriate incident
- I will not share my online personal information (e.g. social networking profiles) with the children and young people in my care
- I will not deliberately bypass any systems designed to keep the group safer
- I will only transport, hold, disclose or share personal information about myself or others, as allowed by the Data Protection Policy of the group/setting (or other relevant policy). Where personal data is transferred, externally, it must be encrypted.

- I understand that Data Protection Policy requires that any personal data to which I have access will be kept private and confidential, except when it is deemed necessary that I am required by law or by the setting's policy to disclose such information to an appropriate authority
- Personal passwords and those of other users should always be confidential
- I will not download anything that I do not have the right to use
- I will only use my personal device if I have permission and use it within the agreed rules
- I will inform the appropriate person if I find any damage or faults with technology
- I will not attempt to install programmes of any type on the devices belonging to the group, without permission

I have read and understand the above and agree to use Claverham Day Nursery's technology and my own devices when carrying out communications related to the group within these guidelines. I understand that if I fail to comply with this Acceptable Use Agreement, I could be subject to disciplinary action.

Staff/Volunteer name: .....

Position:  
.....

Signed: .....

Date: .....

# Professional Conduct Agreement

We recognise that practitioners and their managers will use online and digital technologies in their personal and social lives. We do not seek to prevent any practitioner or manager from accessing online technologies however we do ask them to sign a voluntary Professional Conduct Agreement to ensure there is no confusion between their home and professional roles.

I agree that through my recreational use of social networking sites or other technologies that I will:

- Maintain professional standards to avoid bringing the early years setting into disrepute.
- Observe confidentiality and ensure any professional communications with children, parents or other professionals take place within clear and explicit professional boundaries.
- Take reasonable precautions to limit professional access to my social networks.
- Not request or respond to any personal information from a child, young person or client.
- Take reasonable steps to ensure that all communications are transparent and open to scrutiny.
- Report any known breaches of the above.

I understand that the completion of this form is optional. However, I voluntarily choose to complete it to safeguard my own professional reputation and that of the early years setting.

Staff/Volunteer name: .....

Position: .....

Signed: .....

Date: .....

# Social Media Acceptable Use Agreement

Employees/volunteers should be aware that content uploaded to social media is not private. Even if you restrict it to 'friends', there is still capacity for it to be re-posted or distributed beyond the intended recipients. Therefore, employees using social media should conduct themselves with the professionalism and respect.

**Employees/volunteers should not upload any content on to social media sites that:**

- Is confidential to the setting or its staff
- Amounts to bullying
- Amounts to unlawful discrimination, harassment or victimisation
- Brings the setting into disrepute
- Contains lewd, sexually explicit, threatening or similarly inappropriate or offensive comments, images or video clips.
- Undermines the reputation of the setting and/or individuals
- Is defamatory or knowingly false
- Breaches copyright
- Is in any other way unlawful
- Lists the setting as 'place of work'

Employees/volunteers should be aware of both professional and social boundaries and should not therefore accept or invite 'friend' requests from children or ex-children under the age of 18, or from parents on their personal social media accounts such as Facebook. All communication with parents via social media should be through the setting's social media accounts.

Employees/volunteers should ensure that an appropriate neutral picture is used as a profile picture.

Employees/volunteers should note that the use of social media accounts during work time is not permitted.

Employees/volunteers must ensure that the settings confidentiality policy is adhered to at all times.

Disciplinary action could result if the setting is brought into disrepute.

I have read and understand the above and agree to Claverham Day Nursery's Social Media Acceptable Use Policy (AUP). I understand that if I fail to comply with the AUP agreement, I could be subject to disciplinary action.

Staff/volunteer name: .....

Position: .....

Signed: .....

Date: .....

## **ORAL HEALTH POLICY**

Claverham Day Nursery strives to raise awareness of the importance of good oral health for children. These first years for children are when many of the good (and bad) routines are formed and are often carried through to adulthood. Therefore, our nursery is a very important place to introduce a good oral health routine.

### **FOOD/SNACKS**

- Snacks provided for children will be tooth friendly.
- Tooth friendly snacks will be varied daily and children will be encouraged to try new foods.
- Any food containing sugar will be restricted to mealtimes only and will be provided on a limited basis.
- Food will be provided by the nursery only, in accordance with the nursery oral health and food policies.
- Dried fruit will not be given to children at snack time.

### **DRINKS**

- Milk and water only will be offered to children as drinks throughout the day.
- Diluted squash will be served only at special occasions such as the Leavers party or the Christmas party.
- No fizzy drinks of any kind will be served in nursery.
- Staff, in conjunction with parents/carers, will encourage the introduction of feeder cups for babies from 6 months.

### **REWARDS/SPECIAL OCCASIONS**

- Sweets and chocolate will not be used by staff as rewards for good behaviour and work.
- Sweets and chocolates will not be provided to celebrate birthdays or special occasions.
- If parents/carers bring in birthday cake a piece will be sent home with your child's friends to have with a meal.

### **CHILDREN**

- Oral health will be included in any learning opportunities where it is appropriate.
- Visits from a dentist, hygienist or someone who can talk about oral health should be arranged during the nursery year.
- Dental health will feature as a theme prior to, during or after these visits, e.g dental corner, stories, songs, poems, art etc.

### **PARENTS/CARERS**

- Parents/Carers will be asked to provide details of the family dentist as well as doctor and health visitor on enrolment.
- Parents/Carers will be provided with information about oral health on the notice boards in the hall way.

### **STAFF**

- Staff will be involved in the development and implementation of an oral health policy.
- Appropriate training and information about relevant resources will be available to core staff prior to implementation or the policy guidelines.
- The oral health policy will be included as part of the induction of new staff.
- Staff are role models and will eat healthy foods/meals when around the children.

## **PARENT/CARER INVOLVEMENT POLICY**

The importance of continuity between home and Claverham Day Nursery cannot be over-stressed. Our aim is to develop an honest, open and supportive relationship with you which compliments life in your home rather than contradicts it. We are very aware of our influence as role models for your child and without your extensive knowledge of your child we would be unable to enhance your child's development. Nursery staff are always available to discuss your child and their development.

Claverham Day Nursery will:

- Encourage parents or carers and their children to visit the nursery as a family before registering their child.
- Offer a flexible approach to allow for a settling in period when a child starts at Claverham Day Nursery. We offer 2 Pre-Visits prior to a child starting at the nursery.
- Welcome new parents/carers and help them become familiar with the routine and policies and procedures of the Nursery.
- Parents are asked to fill in 'What you need to know about my child' forms. These help staff determine the child's starting points and areas for development and can be discussed during the first pre-visit. "Parents are children's first and most enduring educators. When parents and practitioners work together in early years setting, the results have a positive impact on children's development and learning." (Statutory Framework for the Early Years Foundation Stage, DCSF)
- Welcome contributions of all parents/carers whatever form these might take and ensure they have opportunity to contribute their skills, knowledge and interests.
- We encourage parents/carers to contribute to their child's learning journey by writing observations and posting photos of things they have done at home.
- Involve parents/carers in the progress of their child formally or informally and work with them in sharing all records concerning their child. We share next steps that the parents/carers can help with at home, we share reports when children move rooms.
- In line with the Statutory framework we write a report about the child's development in the prime areas between the ages of 2 and 3 years. This report is shared with parents and then shared with the health visiting team.
- We offer parent consultations throughout the year where parents can discuss their child's progress with the keyworker. Parents can also request a consultation at any time if they wish to.
- Ensure that parents/carers are kept fully informed about meetings, workshops, conferences and training through displays on the notice board.
- Ensure that parents/carers are aware of how any queries, complaints or suggestions can be made.
- Ensure that parents/carers are able to talk and discuss personal matters relating to their child, in confidence, on a daily basis if required.
- Provide opportunities for parents/carers to participate in the group activities, to learn about the Nursery curriculum and the importance of play in the child's development both in the setting and at home.

## **POSITIVE BEHAVIOUR MANAGEMENT POLICY**

### **Aim**

Children need to have set boundaries of behaviour for their own safety and that of their peers.

### **Legal framework**

This policy is based on the following laws and statutory guidance:

- Children Act 1989, 2004
- UN Convention on the Rights of the Child
- Human Rights Act 2000
- Special Educational Needs Code of Practice, 2001
- EYFS Safeguarding and Welfare Requirements

### **Name of responsible person: Sarah Hennessy**

Claverham Day Nursery has simple rules and guidelines to support good behaviour in the setting. These are dependent on staff acting as good role models at all times and being consistent and fair in their approach to children.

Expectations of behaviour are appropriate to the age and stage of development of the child. Opportunities are taken throughout the day to promote children's sense of self-worth through giving attention and praise.

Instructions given to children are simple and clear and explanations are always given of why something should be done. Negative language is avoided as far as possible but, when behaviour is unacceptable, it is made clear to the child that it is the behaviour and not the child that is disapproved of.

Whenever possible, instances of unacceptable behaviour are used as learning opportunities to engage the child, or a group of children, in discussing what has happened, and what should happen to resolve the situation. This gives children the chance to become involved in setting the rules and boundaries for behaviour in the setting.

If any child appears to have a persistent behaviour problem, it will be investigated fully to determine the cause and to put in place strategies to address the problem. Parents will be fully involved in this process.

Corporal punishment will not be administered at any time. Children will be removed from the situation that is causing the problem and talked to calmly about their behaviour by a member of staff.

### **Steps in conflict resolution**

- Approach quickly and calmly – stopping harmful behaviour.
- Acknowledge feeling and make simple sentences.
- Gather information.
- Restate the problem (simple terms and stating what the children have said to see whether they say it was right or wrong).
- Ask for solutions and choose one together.
- Be prepared to give follow up support.

### **Temper Tantrums**

These episodes can test the patience of everyone. The most common ages it affects are between 2 – 4 years and often stop by the age of 5 years old. They are caused by the understandable frustration that the child feels by not being able to physically do what their brain is telling them that they can do, combined with their inability to explain their problems to someone else.

- Ensure that they are safe and then try to ignore their behaviour. Keep calm and remove any audience.
- If this fails, support the child on your lap, to help them calm down.
- If they hold their breath, blowing onto their face may startle them into taking a breath again.



## **PREVENT AND BRITISH VALUES POLICY**

**This Policy is prepared using the following publications:**

[Prevent Duty Guidance](#)

[DfE Keeping Children Safe in Education](#)

[Channel Duty Guidance](#)

### **POLICY STATEMENT**

Claverham Day Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

### **WHAT PREVENT IS**

Prevent is a safeguarding duty and is part of the Counter-Terrorism and Security Act (2015). It means that specified authorities such as education, health, local authorities, police, prisons, probation and youth justice have a duty to help to prevent people from being drawn into or supporting terrorism.

### **HOW PREVENT FITS WITHIN CONTEST**

The government's counter-terrorism strategy (CONTEST) is designed to reduce the risk from terrorism, so people can go about their daily lives freely and with confidence.

#### **The 4 'P' work strands:**

CONTEST is organised around 4 work strands, each comprising a number of key objectives.

They are:

#### **Prevent**

To stop people becoming terrorists or supporting terrorism.

#### **Pursue**

To stop terrorist attacks

#### **Protect**

To strengthen our protection against a terrorist attack

#### **Prepare**

To mitigate the impact of a terrorist attack.

### **THE PREVENT PROCESS IF YOU HAVE A CONCERN**

1. Speak to your Designated Safeguarding Lead (DSL) or an equivalent, for example, a line manager, if you are concerned about someone.
2. Your DSL or an equivalent will assess the concern and determine whether the person is appropriate to be referred to Prevent.
3. If referred, a police gateway assessment will determine if the referral needs to be discussed at a multi-agency meeting. The assessment determines the level of vulnerability and risk around the referred person.

4. A multi-agency meeting, called a Channel panel decides whether the person will be adopted as a case and how they will be supported, this is detailed in the action plan created at the meeting.
5. You may be called upon to provide information to the panel and provide support to the person as agreed in the action plan.

### **Extremism – the Prevent Duty**

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

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

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

This may be a cause for concern relating to a change in behaviour of a child, family member or adult working with the children in the setting, comments causing concern or actions that lead staff to be worried about the safety of a child in their care.

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

The NSPCC states that signs of radicalisation may be:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use.

We will tackle radicalisation by:

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

PREVENT helps to acknowledge and address the causes of radicalisation using existing schemes in our communities before those who might be vulnerable to radicalisation commit any related crime.

The 4 behaviours that are most likely to give cause for concern when related to Prevent are:

1. Using new vocabulary

2. Declaring an intent to commit violence
3. Fixating on a subject
4. Being closed off to discussion or challenge

In every instance context is crucial. If staff find the content of what someone says upsetting or inappropriate, they should challenge the person and let their feelings be known. And if someone talks to a member of staff, that staff member should always try to listen to the person. If the staff member doesn't feel in a position to help, they should always share their concerns.

There is no single profile or indication of a person who is likely to become involved in terrorist-related activity. The factors surrounding radicalisation are many and they are unique for each person.

## **STAFF RESPONSIBILITIES**

All practitioners must be able to identify children who may be vulnerable to radicalisation. There is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology, but staff should be alert to changes in children's behaviour, including even very young children, which could indicate they may be in need of help or protection.

These behaviours can be evident during circle time, role play activities and quiet times. Quiet time is a good time for children to make disclosures as this is the period that children are closest to their key persons.

People from any walks of life can be drawn into radicalisation and not necessarily from a particular religion or ethnicity.

Terrorism is not promoted by any religion.

The Prevent duty does not require childcare providers to carry out unnecessary intrusion into family life but we are required to take action when observe behaviour of concern.

There are certain terminology used by Muslim families such as, Inshallah, Alhumdillah, Marshallah, Allh ho akbar. These phrases are not an indication of any form of radicalisation. (This is worth mentioning as it is one of the concerns from the Muslim community).

People dress codes like hijabs, nikabs, abayas and jilbabs are not indicative factors that they are at risk of being radicalised.

Staff are aware of the notice, check, share procedure which is applied when there is a concern that someone might be at risk of radicalisation, and requires the correct, proportionate response to that.

**NOTICE:** Staff that work in front-line support roles will often be the first to notice if someone is experiencing difficultlies. Staff should

- look out for changes in behaviour that causes you concern
- ask themselves whether this person might be vulnerable to the risk of radicalisation
- keep up to date with extremist symbols and signs.

**CHECK:** It is important to understand why changes are happening before drawing conclusions. Staff should remember to:

- handle safeguarding issues with duty and care
- try to understand the bigger picture by gaining more context
- check their concern discreetly with a colleague to see if they can offer any advice.

SHARE: Everyone is responsible for sharing any information they hold that causes concern about a person. Staff should remember to:

- share information with your Designated Safeguarding Lead (DSL) or an equivalent
- only share information that is relevant to the purpose
- share information early to reduce risk

Prevent helps to acknowledge and address the causes of radicalisation using existing schemes in our communities before those who might be vulnerable to radicalisation commit any related crime.

## BRITISH VALUES

### **What does this mean in practice and how do we incorporate our understanding of what Prevent means into our daily activities?**

An effective way to help children resist extremist views is to teach them to think critically and become independent learners, which is fundamental to the Characteristics of Effective Learning and Teaching embedded in the EYFS.

Britain has undergone rapid economic and social change in the last few decades and we live in an increasingly diverse society. We need to teach our children that it is possible to live together peacefully, where each of them is a valuable part of our multicultural world.

We recognise that it is important to work closely with parents and carers – to let them know that we will be teaching their children British values as part of our day-to-day curriculum. Indeed, the Early Years Foundation Stage lays down guidelines as to how the nursery should encourage British values and be aware of them either here or at home. For example we will promote and teach children and staff to be mindful of:

- Valuing and respecting family.
- Understanding and recognising we live in a multicultural and diverse world.
- Working with parents and carers to ensure values are consistent.
- Learning about the world in which we live and be proud of what we see around us.
- Teaching children to respect the law, learn right from wrong and to have social responsibility.
- Promoting a sense of belonging in our local community.
- Learning about our own and respect other faiths and beliefs, whether theistic, agnostic or nonreligious.
- Understanding each child has a voice and is listened to; they feel important and that their views will be included.
- Promoting what living in a democracy means in practice.
- Teaching children to be kind, helpful and respectful of others;
- Celebrating festivals and marking special days from the world around us;
- Teaching children about compromise – that some of us believe one thing... some of us believe something totally different and that's OK.
- Teaching children about shared values and working together towards a common goal

Within these guidelines we will be helping children to become compassionate, considerate adults and that they will form part of a fair and equal society. We will demonstrate these values through the management and implementation of the Early Years Foundation Stage amongst other teaching philosophies.

Through this policy we will share these values and make sure our staff understand and act appropriately within it. We will at all times share this policy with parents/carers as well as benchmark its content with best practice elsewhere.

### Teaching and promoting British values at Claverham Day Nursery

The fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs are already implicitly embedded in the 2021 Early Years Foundation Stage.

Separately, the Counter Terrorism and Security Act also places a duty on early years providers “to have due regard to the need to prevent people from being drawn into terrorism” (the Prevent duty).

At Claverham Day Nursery these values are reinforced regularly and in the following ways:

#### Democracy: making decisions together

We listen and respond to the child and parent/carer voice. Our Nursery Positive Behaviour policy is clear that children are expected to contribute and co-operate, taking into account the views of others.

- As part of the focus on self-confidence and self-awareness as cited in Personal, Social and Emotional Development, Managers and staff can encourage children to see their role in the bigger picture, encouraging children to know that their views count, value each other's views and talk about their feelings, for example when they do or do not need help.
- When appropriate we will demonstrate democracy in action, for example, children sharing views on what the theme of their role play area could be with a show of hands.
- Staff can support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration.
- Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

#### The Rule of Law: understanding rules matter

We consistently reinforce our high expectations of children. Children are taught the value and reasons behind our expectations (rules) that they are there to protect us, that everyone has a responsibility and that there are consequences when rules are broken.

- Understanding rules matter as cited in Personal Social and Emotional development.
- As part of the focus on managing feelings and behaviour staff can ensure that children understand their own and others' behaviour and its consequences, and learn to distinguish right from wrong.
- Staff can collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone

#### Individual Liberty: freedom for all

Within the Nursery children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. As a Nursery we educate and provide boundaries for young children to make choices safely, through our provision of a safe environment and empowering teaching. Children are encouraged to know, understand and exercise their rights and personal freedoms.

- As part of the focus on self-confidence & self-awareness and people & communities as cited in Personal Social and Emotional development and Understanding the World children should be encouraged to develop a positive sense of themselves.
- Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children

to take risks on an obstacle course, mixing colours, talking about their experiences and learning.

- Staff should encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions, for example in a small group discuss what they feel about going to school

### Mutual Respect: treat others as you want to be treated

Part of our Nursery ethos and positive behaviour policy has revolved around Core Values such as 'Respect', and children are modelled this by caring, sharing and listening to others. Staff help children to understand how to respect by talking about how actions/words can affect others.

- As part of the focus on people & communities, managing feelings & behaviour and making relationships as cited in Personal Social and Emotional development and Understanding the World, Managers and leaders should create an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community.
- Children should acquire a tolerance and appreciation of and respect for their own and other cultures; know about similarities and differences between themselves and others and among families, faiths, communities, cultures and traditions and share and discuss practices, celebrations and experiences.
- Staff should encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions.
- Staff should promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

### Tolerance of those of Different Faiths and Beliefs:

We aim to enhance children's understanding of different faiths and beliefs by participating in a range of celebrations throughout the year. Children have the opportunity to dress-up in clothes and try different foods from other cultures and we encourage parents/carers to participate in and support our multicultural events.

### What is not acceptable

- Actively promoting intolerance of other faiths, cultures and races.
- Failure to challenge gender stereotypes and routinely segregate girls and boys.
- Isolating children from their wider community.
- Failure to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.

## **TRAINING AND AWARENESS**

As part of our statutory duties and our own desire to uphold the highest safeguarding standards, we will ensure that staff are fully trained to understand how to minimize the possibility of radicalization. This will be achieved by promoting behaviours and understanding in children that are fundamental to the EYFS.

- Ensure that all staff are fully aware of the threats, risks and vulnerabilities that are linked to extremism and radicalisation. This includes being alert to early indicators, responding to and reporting. Training will include all staff including part time, bank and volunteers, plus ancillary staff.

- We will follow the recommendations of the Local Authority and ensure staff attend Prevent/Channel, or other recommended training and that this is relevant to the job role in the nursery.
- Ensure staff are also well versed in associated policies and procedures such as Equalities, Inclusion and Diversity.

## **PROCEDURES FOR REFERRALS**

It is important that staff understand the processes by which their concerns and observations can be escalated, and that irrespective of the outcome of the escalation, staff are fully protected by nursery policies and the law in so-doing.

In the first instance it is important that any concerns are shared with the Designated Safeguarding Lead or Deputy (DSL/DDSL). In this way we will be able to filter the concerns and assess whether further action is necessary. Staff should not feel awkward or uncomfortable about reporting a concern, because irrespective of the significance of the outcome, vigilance should always be encouraged.

**To share concerns in confidence the National Police Prevent advice line is 0800 011 3764 or in an emergency call, 999.**

The nursery DSL/DDSL will complete a Prevent Referral Form if deemed necessary.

The Safeguarding Lead can also contact the local police force or dial 101 (the non-emergency number). They will then talk in confidence about the concerns and help to access support and advice.

## **USEFUL NUMBERS**

All safeguarding/child protection referrals, meeting level four thresholds on the Continuum of Need should be referred to the Single Point of Advice (SPoA), using a Statement of Referral template. In the event there is an allocated team or social worker, contact should be made with them in the first instance.

**SPoA** 01323 434222 (1<sup>st</sup> point of contact for all referrals East and West of the county)

[0-19.SPOA@eastsussex.gov.uk](mailto:0-19.SPOA@eastsussex.gov.uk)

**MASH/DAT EAST** 01424 724144

**MASH/DAT WEST** 01323 747373

**Emergency Duty Service (EDS)** 01273 335905 / 01273 335906

If there is an allegation where a criminal offence might have been committed, please contact police or social care for advice before taking any further action.

## **PRIVACY NOTICE (How we use children's and parent/carers information)**

**Claverham Day Nursery** processes personal information about its children and is a 'data controller' for the purposes of Data Protection legislation. We collect information from you and may receive information about you or your child from a previous setting or from health professionals.

### **The categories of child information that we collect, hold and share include:**

- Personal information (such as name, date of birth, contact details and address)
- Characteristics (such as ethnicity, language, religion and nationality)
- Attendance information (such as sessions attended, number of absences, absence reasons and any previous settings attended)
- Safeguarding information (such as court orders, professional involvement, welfare concern forms and referral forms)
- Special educational needs (including individual needs and referral forms)
- Medical and administration (such as doctors information, child health, dental health, allergies, medication, dietary requirements, application of sun cream, accident forms and pre-existing injury forms)
- Assessment and progress records (such as integrated progress review, summative assessments, reports as children move through the nursery, observations and planning and learning journey)
- Birth Certificate number or Passport number (for Early Years Educational Entitlement funding)
- Photographs
- Video and audio recordings
- CCTV images
- Parent/carer details (such as name, address, contact details and emergency contact details)
- Records of any reportable death, injury, disease or dangerous occurrence

### **The categories of parent/carer information that we collect, hold and share include:**

- Personal information (such as name, contact details and address)
- Characteristics (such as ethnicity, language and nationality)
- Date of birth and national insurance number (for pupil premium eligibility)
- Safeguarding records (such as conversations with parents about safeguarding issues or where the nursery deems it relevant to the prevention of radicalisation or other aspects of the governments Prevent strategy).

### **Why we collect and use this information**

We collect and use child and parent/carer information for the following purposes:



- To enrol a child into the nursery (administration purposes on the FAMLY educational platform)
- To support child learning
- To monitor and report of child progress
- To provide appropriate care
- To keep children safe (food allergies, emergency contact details, medical conditions, CCTV, children's photographs)
- To assess the quality of our services
- To meet the statutory duties placed upon us
- To provide an effective meals service
- To ensure nursery fees are paid

## **The lawful basis on which we use this information**

We only collect and use children's personal data when the law allows us to. Most commonly, we collect and process personal data to enable us to comply with a legal obligation or we are acting in the public interest or exercising our official authority. We may also process children's data where we obtain consent from you or have a genuine legitimate interest which do not harm your rights or interests. Examples of the data we process under each lawful basis are outlined below:

### **Legal Obligation**

For admission to the nursery, providing data to the DfE such as the Early Years Census, special educational needs, keeping children safe in education and reporting and investigating accidents.

### **Necessary for a Contract**

For nursery admissions, booking and data relating to Early Years Education

### **Public Interest**

Transfer of files to another educational establishment, monitoring behaviour, attainment and protecting our staff and children using CCTV.

Special category data including race, ethnic origin, religion, health, sex life or sexual orientation is processed under Substantial Public interest.

### **Consent**

Official and unofficial nursery photographs, video and audio recordings, healthcare plans and to send out any communication to parents for anything taking place on the school site which is not nursery related.

Explicit consent will be requested for any special category data such as health.

Consent can be withdrawn at any time by writing to the nursery.

If consent is not given for photographs then one photo will be taken for our administrative systems only to identify and therefore safeguard your child under Legal Obligation.

## **Legitimate Interest**

Communicating with parent/carers and recording medical requirements and assistance given.

## **How we collect child and parent/carer information**

We collect personal information about the child and parent/carer from when the initial enquiry is made by the parent/carer through the enrolment process and until the child's place at the nursery is terminated. In order to comply with the General Data Protection Regulation (GDPR), we will inform you whether you are required to provide certain child information to us or if you have choice in this.

Consent for photographs, video and audio recordings for use within the nursery and for applying sun cream are collected via a consent form when a child starts at the nursery.

## **How we store child and parent/carer data**

We hold child and parent/carer data securely for the set amount of time shown in our data retention schedule.

We store data in the following ways:

- On an office computer (password protected)
- Nursery devices – laptops, ipads, tablets (password protected)
- Written data (locked in filing cabinets within the nursery building)

## **Who we share child and parent/carer information with**

We routinely share child and parent/carer information with:

- Settings or schools that the child attends after leaving us
- The Local Authority (LA)
- The Department for Education (DfE)
- Police
- Social services
- NHS/Health Service/Track and Trace
- Zebedees
- Online learning tools (FAMILY platform)
- Regulatory bodies

## **Who we regularly share child and parent/carer information**

We do not share information about our children with anyone without consent unless the law and our policies allow us to do so.

The Department for Education (DfE) collects personal data from educational settings and local authorities via various statutory data collections (such as Early Years Census). We are required to share information about our children with the Department for Education (DfE) either directly or via our local authority for the purpose of those data collections.

The individual child level data collection from early years settings is a statutory requirement on providers and local authorities through regulations under [Section 99 of the Childcare Act 2006](#) and [The Education \(Provision of Information About Young Children\) \(England\) Regulations 2009 \(PDF, 55KB\)](#).

We are also required to share information about our children, staff and visitors with the NHS Track and Trace service as instructed by the government.

## **How long we hold your information for**

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

In some circumstances we may anonymise your personal information so that it can no longer be associated with You, in which case we may use such information without further notice to you. Once you are no longer a child or parent/carer accessing and using the Nursery, we will retain and securely destroy your personal information 3 years after your child has left the nursery. Any records relating to permissions given by parents/carers on behalf of a child will be kept for 21 years and 6 months.

Records relating to safeguarding will be kept until the child reaches 25 years old if they cannot be passed onto a new setting e.g. primary school.

Please see the Data Retention Schedule found at the end of this document.

## **Requesting access to your personal data**

Under data protection legislation, parents and children have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, please contact the nursery in writing addressed to Mrs S Hennessy (Nursery Manager).

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means

- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- A right to seek redress, either through the ICO, or through the courts.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## **Right to withdraw consent**

In the limited circumstances where You may have provided Your consent to the collection, processing and transfer of Your personal information for a specific purpose, You have the right to withdraw Your consent for that specific processing at any time. To withdraw Your consent, please contact Sarah Hennessy – Nursery Manager. Once we have received notification that You have withdrawn Your consent, we will no longer process Your information for the purpose or purposes You originally agreed to, unless we have another legitimate basis for doing so in law.

## **Data Protection Officer**

Roger Simmons, 07704838512, [rsimmonsltd@gmail.com](mailto:rsimmonsltd@gmail.com), [www.rsimmonsltd.com](http://www.rsimmonsltd.com)

However, please contact the nursery in the first instance if you have a query regarding this privacy notice or how your information is used.

## DATA RETENTION SCHEDULE

DOCUMENT	DESCRIPTION	RETENTION PERIOD	RETENTION MEDIUM	REMARKS
Application forms	Original copy	3 years from date the child left the nursery	Paper	
Child's personal details form	Original copy	3 years from date the child left the nursery	Paper	
Parent contract	Original copy	3 years from date the child left the nursery	Paper	
Image Consent form	Original copy	21 years and 6 months from date the child left the nursery	Paper	
Sun Protection Consent form	Original copy	3 years from date the child left the nursery	Paper	
Correspondence	Received/Sent by management	3 years from date the child left the nursery	Electronic and paper	
Attendance records	Original copy	3 years	Paper	
Integrated Progress Review at 27 months	Original copy	Sent to child's next setting/primary school on leaving the nursery	Paper whilst child is present at nursery	Sent via courier
Summative assessments	Original copy	Sent to child's next setting/primary school on leaving the nursery	Paper whilst child is present at nursery	Sent via courier
Learning Journeys	FAMILY app	1 year from date the child left the nursery	Online	Password protected
Special Educational Needs Forms/information	Original copy	Sent to child's next setting/primary school on leaving the nursery	Paper whilst child is present at nursery	Sent via courier
Safeguarding information (reports, welfare concern forms, minutes from Core group meetings,	Original copy	Sent to child's next setting/primary school on leaving the nursery. If no forwarding setting the nursery	Paper/electronic whilst child is present at nursery	Sent via courier/secure email

LAC reviews, court letters		will hold the file until the child's 25 <sup>th</sup> birthday.		
Safeguarding forms (pre-existing injury, recording marks on a child)	Original copy	3 years from date the child left the nursery	Paper	
Accident/Incident forms	Original copy	3 years from date the child left the nursery	Paper	
Closed Facebook members		Within 1 month of the child leaving the nursery	Online	Admin team of closed Facebook page to remove members
Photographs within the nursery	Original copy Files on computer/ laptop/cameras	Within 6 months of the child leaving the nursery	Paper/online	Devices are password protected
Website photographs	Digital images	Within 6 months of the child leaving the nursery	Online	
Pupil Premium form	Original copy	3 years from date the child left the nursery	Paper	
Early Years Education Entitlement grant forms	Original copy	3 years from date the child left the nursery	Paper	
Complaints forms	Original copy	3 years from date the child left the nursery	Paper	
Permissions list	Original copy	3 years from date the child left the nursery	Paper	
Acceptable Use Agreements	Original copy	3 years from date the child left the nursery	Paper	
Learning Journey Trust Statement	Original copy	3 years from date the child left the nursery	Paper	
Risk Assessments	Original copy	3 years from date recorded	Paper	
Visitor's book	Original copy	Kept between inspection periods	Paper	

Online safety pledge	Original copy	3 years from date the child left the nursery	Paper	
Medication forms	Original copy	3 years from date the child left the nursery	Paper	
Financial records <ul style="list-style-type: none"> <li>• Bank statements</li> <li>• Receipts</li> <li>• Invoices</li> <li>• Cash book</li> <li>• Accounts book/records</li> </ul>	Please refer to the schools retention record for financial information which can be found on the Claverham Community College website.			
Insurance documents	Please refer to the schools retention record for financial information which can be found on the Claverham Community College website.			

## **SAFEGUARDING AND CHILD PROTECTION POLICY**

### Nursery Key contacts

Role	Name and contact details
Designated Safeguarding Lead	Sarah Hennessy
Deputy Designated Safeguarding Lead	Liz Case
Nursery Ofsted Registered Person	Paul Swatton
Nursery Line Manager	Sarah Carapiet
Link Governor	Margaret Pratt

### Claverham Community College Key contacts

Role	Name and contact details
Designated Safeguarding Lead	Steve Lochan-Grimer
Safeguarding Officer	Leighton Morgan
Deputy Designated Safeguarding Lead	Jenny Pitman
Deputy Designated Safeguarding Lead	Miriam Harley
Deputy Designated Safeguarding Lead	Sam Twilley
Deputy Designated Safeguarding Lead	Julie Holdsworth
Nominated governor for Safeguarding and child protection	Suzanne Harrison
Chair of Governors	Monica Whitehead

Local Authority Designated Officer (LADO and Assistant LADO)

- [Children's LADO referral form](#)

Referrals into Early Help and Social Care

- Single Point of Advice (SPOA) - Monday to Thursday: 8.30am to 5pm
- Friday: 8.30am to 4.30pm 01323 464222 | [Email SPOA 0-19](#)
- Emergency Duty Service – after hours, weekends and public holidays - 01273 335906 or 01273 335905
- [Make a referral via the Portal](#) or [download a referral form](#)

Contact Ofsted [to report a serious childcare incident](#)



# Child Protection and Safeguarding Policy

## 1. Introduction

1.1 Safeguarding children is everyone's responsibility. Everyone who has contact with children and families has a role to play. Our whole setting approach to safeguarding is based upon an understanding of the local context and an attitude of *'it could happen here.'*

This policy applies to all members of staff in our setting including all:

- permanent staff
- temporary staff
- support staff
- students
- volunteers
- trustees
- contractors
- external service activity providers

The names of the DSLs will be clearly advertised in the setting, for example photographs of the DSL team are displayed in the setting, as well as in each room and the staffroom where applicable.

1.2 Safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable children to have the best outcomes.

1.3 Child protection is the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

1.4 Our children's welfare is our paramount concern. We always take a child centered approach to our work and ensure that we listen to the voice of the child so that all children feel heard and understood.

1.5 The registered person or body will ensure that the setting will safeguard and promote the welfare of children. We will work together with other agencies to ensure that our setting has robust arrangements to:

- identify children who are suffering or likely to suffer harm
- assess children who are suffering or likely to suffer harm
- support those children who are suffering or likely to suffer harm.

1.6 The use of technology has become a significant component of many safeguarding issues. We teach children to stay safe online whether they are at the setting or at home. We have a separate Online Safety Policy which covers this area of work.

1.7 We recognise that abuse may occur in a range of situations:

- within families or households
- within the community
- online
- face to face

We also recognise too that it is not only adults who may abuse children but also that children can abuse other children as well.

1.8 Our setting is a community and all those directly connected have an essential role to play in making it safe and secure. This includes:

- staff
- volunteers
- trustees
- parents
- families
- pupils

1.9 Within this document the term 'staff' should be broadly read as any adult working within the setting. They may be:

- directly employed
- providing a contracted service
- providing a one-off service such as a 'bank' worker
- a volunteer

## 2. Our ethos

2.1 We believe that our setting should provide a caring, positive, safe, and stimulating environment that promotes the:

- social
- physical
- emotional
- moral development of the individual child

2.2 We recognise the importance of providing an environment that will help children feel safe and respected. We also recognise the importance of enabling children to talk openly and to feel confident that they will be listened to.

2.3 We recognise that all adults within the setting have a full and active part to play in protecting our children from harm. This includes

- permanent and temporary staff
- volunteers
- trustees

2.4 We will work with parents to build an understanding of the nursery's responsibilities to ensure the welfare of all children. This includes the need for referrals to other agencies in some situations.

### 3. The legal framework

3.1 Under section 10 of the Children Act 2004, there is the requirement to cooperate with the local authority to improve the well-being of children in the local authority area. This includes all:

- maintained schools
- further education colleges
- independent schools
- free schools
- academies
- early years providers

3.2 Under section 14B of the Children Act 2004, the East Sussex Safeguarding Children Partnership (ESSCP) can require a provider to supply information to perform its functions. This includes:

- schools
- colleges
- early years providers

This request must be complied with.

3.3 Under section 40 of the Childcare Act 2006, registered providers must comply with the welfare requirements of the Early Years Foundation Stage. This includes:

- early years providers registered on the Early Years Register
- schools providing early years childcare

3.4 This policy and the accompanying procedure have been developed in accordance with the following statutory guidance and local safeguarding procedures:

- Working Together to Safeguard Children: A Guide to Inter-Agency Working to Safeguard and Promote the Welfare of Children, July 2018 (updated December 2020)
- Keeping Children Safe in Education: Statutory Guidance for Schools and Colleges, September 2023
- Pan-Sussex Child Protection and Safeguarding Procedures
- Information sharing: advice for practitioners providing safeguarding services to children, young people, parents and carers, July 2018
- Statutory Framework for the Early Years Foundation Stage, September 2021

### 4. Roles and responsibilities

4.1 The setting's lead person with overall responsibility for child protection and safeguarding is the Designated Safeguarding Lead (DSL). The name of the DSL will be clearly advertised in the setting with an explanation of their role including referring and monitoring safeguarding concerns.

4.2 The DSL will be a member of our management team. Their role of DSL will be explicit in their job description. To carry out their role the DSL will have the appropriate authority and be given sufficient:

- time
- funding
- training
- resources
- support

The DSL will provide advice and support to:

- other staff on child welfare and child protection matters,
- take part in strategy discussions and inter-agency meetings (and or to support other staff to do so)
- contribute to the assessment of children

The DSL's lead responsibility will not be delegated.

4.3 There is a named person for dealing with allegations of abuse made against staff members. If an allegation is made against the named individual, then staff should speak to either the designated trustee for safeguarding or SPOA or the NSPCC.

4.4 The setting will ensure that the policies and procedures are fully implemented. Resources and time will be allocated to enable staff to discharge their safeguarding responsibilities.

4.5 All new staff will be provided with a copy of this policy as part of their induction. Existing staff are expected to read the policy at least annually, familiarising themselves with any updated practice. In either circumstance staff are expected to read the document in its entirety to ensure that they are aware of not just their own role and responsibilities but also the role of other key members of staff such as the DSL.

4.6 All staff members, volunteers, and external providers know:

- how to recognise signs and symptoms of abuse
- how to respond to children who disclose abuse
- what to do if they are concerned about a child

## 5. Supporting children

5.1 Our setting will support all children by:

- assigning a key person to each child to ensure that:
  - every child's care is tailored to meet their individual needs
  - helps them become familiar with the setting
  - offers a settled relationship for the child
  - builds relationships with the parents
- ensuring the content of the provision includes social and emotional aspects of learning

- ensuring a comprehensive response to online safety, enabling children and parents to learn about the risks of new technologies and social media and to use these responsibly at home and within the setting
- filtering and monitoring internet use, to safeguard from potentially harmful and inappropriate online material
- ensuring that safeguarding is included in daily activities to help children stay safe, and recognise when they do not feel safe
- supporting the child's development in ways that will foster security, confidence, and independence
- encouraging development of self-esteem and self-assertiveness
- liaising and working together with other support services and those agencies involved in safeguarding children
- monitoring children who have been identified as having welfare or safeguarding concerns and providing appropriate support
- ensuring that all staff are aware of the early help process, and understand their role in it, including acting as the lead professional where appropriate
- ensuring that all staff understand the additional safeguarding vulnerabilities for certain groups of children or children with SEND, and how to address them.

## 5.2 Additional vulnerabilities and characteristics can include:

- children who are looked after
- children who were previously looked after
- care leavers
- children with special educational needs or disabilities
- young carers
- children showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups or county lines
- children frequently go missing from care or from home
- children at risk of modern slavery, trafficking, or exploitation, sexual or criminal exploitation
- children in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues or domestic abuse
- children with a family member in prison, or who is affected by parental offending
- children at risk of 'honour'-based abuse such as female genital mutilation
- children misusing drugs or alcohol themselves
- children who have returned home to their family from care

- children showing early signs of abuse and, or, neglect
- children at risk of being radicalised or exploited
- privately fostered children
- children who are persistently absent from the setting.

5.3 Children with special educational needs and disabilities (SEND) or certain health conditions can face additional safeguarding challenges and additional barriers can exist when recognising abuse and neglect in this group of children. These can include:

- assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's condition without further exploration
- being more prone to peer group isolation than other children
- the potential for children with SEND or certain medical conditions being disproportionately impacted by behaviours such as bullying, without outwardly showing any signs
- communication barriers and difficulties in managing these barriers

To address these additional challenges, our setting will ensure these children receive additional monitoring and support.

5.4 Children who have a social worker due to safeguarding or welfare needs may be vulnerable to further harm due to experiences of adversity and trauma, as well as educationally disadvantaged in facing barriers to:

- attendance
- learning
- behaviour
- positive mental health

Our setting will identify the additional needs of these children and provide extra monitoring and support to mitigate these additional barriers. We recognise that even when social care intervention has ended, these additional barriers may persist, therefore so too will our additional monitoring and support.

5.5 Mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering:

- abuse
- neglect
- exploitation

Where it is known that children have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, our setting will:

- identify the additional needs of these children
- provide extra monitoring and support to mitigate these additional barriers

Where necessary, referrals will be made to mental health professionals for further support.

Our setting takes a trauma informed approach to supporting children, considering their lived experience, and factoring this into how we can best support them with their welfare and engage them with their learning.

## 6. Categories of Abuse

6.1 Abuse: a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

6.2 Physical abuse: a form of abuse which may involve:

- hitting
- shaking
- throwing
- poisoning
- burning or scalding
- drowning
- suffocating
- otherwise causing physical harm to a child

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

6.3 Emotional abuse: the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are:

- worthless or unloved
- inadequate
- valued only as far as they meet the needs of another person

It may include:

- not giving the child opportunities to express their views
- deliberately silencing them
- 'making fun' of what they say or how they communicate
- age or developmentally inappropriate expectations being imposed on children
- interactions that are beyond a child's developmental capability
- overprotection and limitation of exploration and learning
- seeing or hearing the ill-treatment of another
- serious bullying (including cyberbullying)
- causing children frequently to feel frightened or in danger
- the exploitation or corruption of children

Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

6.4 Sexual abuse: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as:

- masturbation
- kissing
- rubbing
- touching outside of clothing

They may also include non-contact activities, such as involving children in:

- looking at, or in the production of, sexual images
- watching sexual activities
- encouraging children to behave in sexually inappropriate ways
- grooming a child in preparation for abuse

Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males.

Women can also commit acts of sexual abuse, as can other children. Child on child abuse is a specific safeguarding issue in education and all staff should be aware of it and of the policy and procedures for dealing with it.

6.5 Child sexual exploitation is also sexual abuse; it involves children and young people receiving something as a result of them performing sexual activities, or having others perform sexual activities on them. For example:

- accommodation
- drugs
- gifts
- affection

It could take the form of grooming of children, e.g., to take part in sexual activities or to post sexual images of themselves on the internet. [OBJ]

6.6 Neglect: the persistent failure to meet a child's basic physical and or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, due to maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food
- provide clothing
- provide shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment



It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. Depending on the age and capacity of the child, staff should be aware of possible self-neglect, e.g., where a child may not be following medical guidance or taking medication as prescribed. Where this is the case this should be raised as a safeguarding concern.

## 7. Recognition – what to look for

7.1 Staff members should refer to the detailed information about the categories of abuse and risk indicators in the [Sussex Child Protection and Safeguarding Procedures Manual](#) for further guidance.

7.2 In an abusive relationship, the child may:

- appear frightened of their parent(s)
- act in a way that is inappropriate to their age and development, although full account needs to be taken of different patterns of development and different ethnic groups
- they may also not exhibit any signs of stress or fear

7.3 In an abusive relationship, the parent or carer may:

- persistently avoid child health services and treatment of the child's illnesses
- have unrealistic expectations of the child
- frequently complain about or to the child and fail to provide attention or praise
- be absent
- be misusing substances
- persistently refuse to allow access on home visits by professionals
- be involved in domestic violence and abuse
- be socially isolated

7.4 Safeguarding practice reviews have found that parental substance misuse, domestic abuse, and mental health problems, if they coexist in a family could mean significant risks to children. Problems can be compounded by poverty; frequent house moves or eviction.

## 8. Child protection and safeguarding procedure

8.1 We have developed a structured procedure in line with:

- Pan-Sussex Child Protection and Safeguarding Procedures
- EYFS Statutory requirements
- Working Together to Safeguarding Children 2018

The procedure will be followed by all members of the setting community in cases where there are welfare or safeguarding concerns.

8.2 In line with these procedures and the Continuum of Need the setting will identify the level of need and take appropriate action.

The Children's Social Care Single Point of Advice (SPoA) will be contacted as soon as there is

- a significant concern

- or where level 3 support is required
- or where level 2 is identified

The setting will discuss concerns with the family and health visitor. [The Continuum of Need](#)

8.3 We have procedures for recording the attendance details of:

- all staff
- all children
- all visitors

We take security steps to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children. All visitors or contractors will be supervised whilst on the premises, especially in the areas the children use.

8.4 We will ensure that all parents and carers are aware of the responsibilities of staff members to safeguard and promote the welfare of children and act in the best interests of children by publishing the policy and procedures on our website (if applicable) and by referring to them in our introductory nursery materials.

## 9. The management of safeguarding

9.1 We will ensure that the DSL is kept informed of any incident of physical intervention with a child and will be aware of behaviour plans for specific children.

9.2 We will ensure that the DSL is kept informed of attendance patterns, and where there are concerns for individual children the response to this will be considered within the context of safeguarding.

9.3 We will ensure that the DSL is kept informed of arrangements for first aid and children with medical conditions and is alerted where a concern arises. For example:

- an error with the administering of medicines or intervention
- repeated medical appointments being missed
- guidance or treatments not being followed by the parents

9.4 Systems are in place to ensure that hate incidents are reported and recorded. They will be considered under safeguarding arrangements by the DSL. For example:

- racist
- homophobic
- transphobic gender
- disability-based bullying

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

This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons in the setting) or actions that lead staff to be worried about the safety of a child in their care.

We have a Prevent Duty and Radicalisation policy in place. Please refer to this for specific details.

## 10. Reporting concerns and record keeping

10.1 All safeguarding and welfare concerns, discussions and decisions made will be recorded in writing and kept in line with the ESSCP Keeping Records of Child Protection and Welfare Concerns Guidance. [Record Keeping Guidance](#)

10.2 The DSL will ensure that child protection files are kept up to date and that information will be kept confidential and stored securely.

10.3 Records will include:

- a clear and comprehensive summary of the concern
- details of how the concern was followed up and resolved
- a note of any action taken, decisions reached and the outcome

10.4 The DSL will ensure that files are only accessed by those who need to see them. Where files or content are shared, this will happen in line with information sharing advice and guidance. <sup>(00)</sup>

10.5 We will continue to support any children leaving the setting about whom there have been concerns by ensuring that all appropriate information, including welfare and safeguarding concerns, is forwarded under confidential cover to the child's new setting or school as a matter of priority, and within 5 working days. (ESCC best practice is that this should be actioned within five working days.)

10.6 When a child is due to transfer to another setting the DSL will consider if it would be appropriate to share any information with the new school or setting in advance of the child leaving. For example, information that would allow the new school or setting to have support in place for when the child arrives e.g., a child who has or has had a social worker involved.

10.7 When a new child joins our setting and there is a record of safeguarding or welfare concerns, we will ensure that this information is shared appropriately with the DSL and other relevant staff.

## 11. Safer workforce and managing allegations against staff, volunteers, or household members

11.1 Our setting has robust safer recruitment procedures to help prevent unsuitable people from working with children. Please see Recruitment Policy for further details.

11.2 All individuals living or working in any capacity at our setting will be subjected to safeguarding checks in line with the EYFS Statutory requirements and Working Together to Safeguard Children 2018.

11.3 We will ensure that agencies and third parties supplying staff provide us with written reassurance that they have made the appropriate level of safeguarding checks on individuals working in our setting. We will also ensure that any agency worker presenting for work is the same person on whom the checks have been made. In addition, suitable checks are obtained for regular visitors or volunteers.

11.4 Every job description and person specification will have a clear statement about the safeguarding responsibilities of the post holder.

11.5 We will ensure that at least one member of every interview panel has completed safer recruitment training.

11.6 We have a procedure in place to handle allegations against members of staff and volunteers in line with EYFS Statutory requirements and Working Together to Safeguard Children 2018. We follow the 'Managing allegations or concerns about individuals who work or volunteer with children flowchart guidance.'

Managing allegations flow chart and flow chart guidance can be found on the [LADO information](#)

## 12. Staff induction, training, and development

12.1 All new members of staff will be given an induction which includes the following:

- issue and explain the safeguarding and child protection policy
- issue and explain the behaviour policy
- issue and explain the staff behaviour policy or code of conduct

- issue and explain the policy or guidance which includes the safeguarding response to children who go missing
- the role of the DSL and share the identities of the DSL and all DDSs
- child protection and safeguarding training (including online safety)
- all new members of staff are expected to read the above-mentioned documents and to sign an acknowledgement of this

Part 1 and Annex B of Keeping Children Safe in Education, September 2023 is kept with the safeguarding policy for reference alongside the policy.

12.2 The safeguarding induction and ongoing safeguarding training of staff will include the following key aspects:

- staff understand the difference between a safeguarding concern and a child in immediate danger or at risk of significant harm
- staff are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned
- when concerned about the welfare of a child, staff should always act in the best interests of the child
- staff understand that children's poor behaviour may be a sign that they are suffering harm or that they have been traumatised by abuse
- staff understand that children who have a social worker may be educationally disadvantaged and face barriers to attendance, learning, behaviour, and positive mental health and that these barriers may persist even when the social care intervention ceases
- staff understand that mental health issues for children may be an indicator of harm or abuse, or where it is known that a child has suffered harm or abuse this may impact on their mental health, behaviour, and education
- staff understand that safeguarding incidents and, or behaviours can be associated with factors outside the setting and or can occur between children outside of these environments. All staff, but especially the DSL (and deputies), should consider whether children are at risk of abuse or exploitation in situations outside their families. Children can be vulnerable to multiple harms including (but not limited to) sexual exploitation and criminal exploitation, sexual abuse, and county lines
- staff understand that technology is a significant component in many safeguarding and wellbeing issues. Children are at risk of abuse online as well as face to face. In many cases abuse will take place concurrently via online channels and in daily life
- staff to be aware that children can abuse other children (often referred to as child on child abuse) and that it can happen both inside and outside of school and online

- staff know how best to respond to a child who makes a disclosure of abuse or harm
- if staff are unsure or have any concerns about a child's welfare, they should always speak to the DSL or deputy DSL immediately
- staff are informed of what to record, how to record and where to find welfare concern forms
- staff should not assume a colleague, or another professional will act
- the DSL or a deputy should always be available to discuss safeguarding concerns. If in exceptional circumstances, the DSL (or deputy) is not available, this should not delay appropriate action being taken. Staff should consider speaking to a member of the senior management team and, or, take advice from SPoA. In these circumstances, any action taken should be shared with the DSL (or deputy) as soon as is practically possible.
- staff should be aware that there will be opportunities to reference, reinforce or develop aspects of the safeguarding agenda across the early years curriculum e.g., online safety, positive relationships, challenging prejudice, and critical thinking.

12.3 The DSL will undergo updated safeguarding and child protection training every two years. In addition to this their knowledge and skills will be updated regularly, and at least annually, to keep up with developments relevant to the role.

12.4 All staff members of the setting will receive appropriate safeguarding and child protection training which is regularly updated at least annually by completing the East Sussex safeguarding children and young people eLearning course.

12.5 The DSL will provide briefings to the setting on any changes to safeguarding and child protection legislation and procedures and relevant learning from local and national serious case reviews as required. Safeguarding should be on the agenda for every staff meeting.

12.6 We will ensure that staff members provided by other agencies and third parties, e.g., dance tutor, have received appropriate safeguarding and child protection training commensurate with their roles before starting work.

12.7 On the first occasion which staff members provided by other agencies and third parties come to our setting to work, they will be provided with details of the safeguarding arrangements at our setting, which will include identifying the DSL and the process for reporting welfare concerns.

12.8 The setting will maintain accurate records of staff induction and training.

### **13. Confidentiality, consent, and information sharing**

13.1 We recognise that all matters relating to safeguarding and child protection are confidential.

13.2 The setting leader or the DSL will disclose any information about a child to other members of staff on a need-to-know basis, and in the best interests of the child.

13.3 All staff members, volunteers or students are aware that they cannot promise a child to keep secrets which might compromise the child's safety or wellbeing.

13.4 All staff members have a professional responsibility to share information with other agencies in order to safeguard children.

13.5 All our staff members, who have contact with children, will be given appropriate training to understand the purpose of information sharing to safeguard and promote children's welfare.

13.6 The DSL will ensure that staff members are aware of what they can and should do under the law, including how to obtain consent to share information and when information can be shared without consent.

## 14. Inter-agency working

14.1 We will develop and promote effective working relationships with other agencies, including agencies providing early help services to children, the police, and Children's Social Care.

14.2 We will ensure that relevant staff members participate in multi-agency meetings and forums, including child protection conferences and core groups meetings.

14.3 We will participate in safeguarding practice reviews (previously known as serious case reviews), other reviews and file audits as and when required to do so by the ESSCP. We will ensure that we have a clear process for gathering the evidence required for reviews and audits, embedding recommendations into practice, and completing required actions within agreed timescales.

## 15. Contractors, service and activity providers and student placement providers

15.1 We will ensure that contractors and providers are aware of our safeguarding and child protection policy and procedures. We will require that employees and volunteers provided by these organisations use our procedure to report concerns.

15.2 We will seek written notification that employees and volunteers provided by these organisations and working with our children have been subjected to the appropriate level of safeguarding check in line with Working Together to Safeguard Children. If assurance is not obtained, permission to work with our children or use our premises may be refused.

15.3 When we commission services from other organisations, we will ensure that compliance with our policy and procedures is a contractual requirement.

## 16. Whistle blowing and complaints

16.1 We recognise that children cannot be expected to raise concerns in an environment where staff members fail to do so.

16.2 We will ensure that everyone is aware of their duty to raise concerns about the management of safeguarding and child protection, which may include the attitude or actions of colleagues (including low level concerns). This includes:

- staff members
- volunteers
- students

If there is a concern staff will speak as appropriate with the:

- DSL
- setting leader
- Line Manager of the setting
- the Local Authority Designated Officer (LADO).

Should staff not feel able to raise concerns they can call the NSPCC Whistleblowing Advice helpline on 0800 028 0285.

16.3 We have a clear reporting procedure for children, parents, and other people to report concerns or complaints, including abusive or poor practice. This is outlined in our Complaints Policy.

## 17. Site security

17.1 The setting's site is secure to reduce the risk of unauthorised access or egress. Where the site is shared with other service users, we always ensure that appropriate arrangements are in place to keep children safe.

17.2 All staff members have a responsibility to ensure our buildings and grounds are secure and for reporting concerns that may come to light.

17.3 We check the identity of all visitors and volunteers coming into the setting. Visitors are expected to sign in and out in the visitors' log and if applicable display a visitor's badge while on

the site. Any individual who is not known or identifiable will be challenged for clarification and reassurance.

17.4 The setting will not accept the behaviour of any individual, parent, or anyone else, that threatens our security or leads others, child, or adult, to feel unsafe. Such behaviour will be treated as a serious concern and may result in a decision to refuse the person access to the site.

## 18. Quality Assurance

18.1 We will ensure that systems are in place to monitor the implementation of and compliance with this policy and accompanying procedures. This will include periodic audits of welfare concern and safeguarding files and records by the DSL.

18.2 We will complete the management and safeguarding audit relating to the setting's safeguarding arrangements annually or when management changes. [Information for Early Years Practitioners](#)

18.3 The setting's management team will ensure that action is taken to remedy without delay any deficiencies and weaknesses identified in safeguarding and child protection arrangements.

## 19. Policy review

19.1 This policy and the procedures will be reviewed annually. All other linked policies will be reviewed in line with the policy review cycle.

19.2 The DSL will ensure that staff and parents are made aware of any amendments to policies and procedures.

## 20. Linked policies and procedures

20.1 [Record keeping guidance can be found on Czone](#)

20.2 The following policies and procedures can be found in the Policy folder in the office. You must have the following policies and procedures in writing.

- Safeguarding, including allegations against staff, whistle blowing, mobile phones, digital imagery, and e-safety
- Concerns and complaints, including how to contact Ofsted
- Missing child
- Failure to collect a child
- Administering medicines
- Ill or infectious children including infection control
- Emergency evacuation
- Privacy notice

The EYFS requires strong systems and processes for the following areas, so it is advisable to develop written policies and procedures for these to strengthen practice.

- Photographs and digital images
- Equality of opportunities
- Supporting children with learning difficulties and disabilities (ensure the SENCO is named)
- Recruitment, vetting, induction, supervision, and appraisal
- Behaviour Management
- Confidentiality and secure data in transit (this could also include social networking and e-safety)

- Drugs and alcohol, and medication that may impair ability to look after children
- Healthy eating
- Health and safety, including risk assessment
- Smoking
- Communicating with parents, including information about delivery of the EYFS
- Key person system

## 21. Useful links

- [Keeping children safe in education](#)
- [Working together to safeguard children](#)
- [East Sussex Safeguarding Children Partnership](#)



## CHILD PROTECTION REGULATIONS LETTER FROM ESCC



Date as Postmark

Dear Parent or Guardian

### **Child Protection Regulations**

**This letter is for all parents using registered childcare in East Sussex. It is for information only.**

As you may know, the valuable services offered by childcare providers for children under 8 years are subject to regulation by Ofsted. The purpose of regulation is to protect children, provide reassurance to parents and guardians and to ensure that the services meet specified standards. When a childcare provider meets the standards, they can register. Ofsted inspectors continue to carry out inspections following registration.

Your provider of childcare has given a commitment for the safety and protection of children. and they are expected to make their individual policies and procedures clear to you. This includes their policies and procedures for Child Protection and for dealing with concerns and complaints from parents.

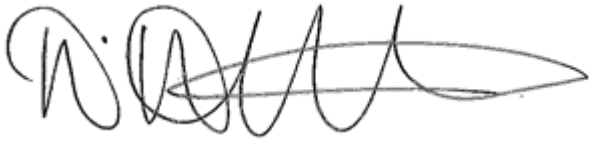
A registered childcare provider has a legal duty to follow the Child Protection Procedures which have been drawn up by the East Sussex Safeguarding Children Partnership. A copy of these procedures can be found online at [Welcome to your Pan Sussex Child Protection and Safeguarding Procedures Manual | Sussex Child Protection and Safeguarding Procedures Manual](#). Under these procedures, childcare providers must report any suspicions they have that a child may have suffered, is suffering, or is at risk of suffering significant harm to the County Council's Children's Social Care department. It is then the responsibility of Children's Social Care staff to decide what action, if any, needs to be taken.

Such situations are always distressing but nevertheless the law is clear that the welfare of children is the paramount concern. The Sussex Procedures state that in the event of an inquiry, parents will be afforded the right to honesty, full information as appropriate and the opportunity to express their views and challenge actions.

If you require further guidance about any aspect of the responsibilities of registered providers, please contact the Early Years Team, Education Department on 01323 463026 and ask for the Early Years Support and Intervention Officer for your area.

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Yours sincerely,

A handwritten signature in black ink, appearing to read 'D. Davis', with a long horizontal flourish extending to the right.

Donna Davis, LADO Safeguarding Unit

Reviewed September 2023

## **SEPARATED FAMILIES POLICY**

### **Introduction and Context**

At Claverham Day Nursery we recognise that when parents separate it can be a difficult situation for all concerned. Research and experience have shown that separated parents can work well together in the best interests of their children and can together play a role in their children's education. However, some parents become estranged, and do not work together or in the best interests of their children, especially during the initial stages of their separation. This is very often traumatic for any children concerned where personal family problems can have an impact on the child and on the nursery setting the children attend. This policy is an attempt to minimise any impact, clarify to all parties what is expected from separated parents and what can be expected from the nursery / staff.

**The definition of a parent for nursery purposes** is much wider than for any other situation. The Education Act 1996 defines a parent as:

- *All natural parents, including those that are not married;*
- *Any person who has parental responsibility but is not a natural parent e.g. a legally appointed guardian or the Local Authority named in a Care Order;*
- *Any person who has care of a child i.e. a person with whom the child resides and who looks after the child irrespective of the relationship*

### **Who has "Parental Responsibility"?** (The Children Act 1989)

*Having parental responsibility means assuming all the rights, duties, powers, responsibilities and authority that a parent of a child has by law. People other than a child's natural parents can acquire parental responsibility through:*

- *Being granted a Residence Order*
- *Being appointed a Guardian*
- *Being named in an Emergency Protection Order (although parental responsibility in a such a case is limited to taking reasonable steps to safeguard or promote the child's welfare)*
- *Adopting a child.*

If the parents of a child were not married to each other when the child was born, the mother automatically has parental responsibility; however, the father only has parental responsibility from 1st December 2003 and by jointly registering the birth of the child with the mother. He can, however, subsequently acquire parental responsibility by various legal means.

### **What does having "care of a child mean"?**

Having care of a child or young person means that a person who the child lives with and who looks after the child, irrespective of what their relationship is with the child, is considered to be a parent in education law. This could be shown by: Interaction with the nursery - attending meetings, making phone calls, being on the Nursery's record as being involved (in whatever capacity) etc. Residence with the child where, for all intents and purposes, the person is part of the family, a man or woman married to a parent of a child.

### **For example:**

- Are they listed on nursery records?
- Does the nursery have contact details for them?
- Do they meet with the key person/attend parent consultations?
- Have they been involved with the measures designed to improve attendance?
- Do they contact the nursery on behalf of the child when s/he is ill?
- Do they live with the child?
- How long has the nursery known of them being connected with the child?
- Does the adult bring/collect the child to/from nursery?
- Is the adult married to the parent of the child?

It would not be appropriate to assume that someone having a "casual" relationship with the parent of a child necessarily has 'care of the child' unless we have cause to believe the person has some involvement with

the child's life – living with the child could be a determining factor as could the other examples outlined above.

It is therefore those adults who are having significant input to a child's life who can be classified as "parent", having "parental responsibility" or who have "care of a child".

Parents as defined above are entitled to share in the decisions that are made about their child and to be treated equally by the nursery. In particular, these entitlements include: -

- Ofsted & nursery based questionnaires
- Attend parent consultations/nursery events
- Have access to nursery records, receive copies of nursery reports, newsletters, invitations to nursery events and nursery photographs relating to their child.

While the parents of some children may be separated, they are entitled to the above and this entitlement cannot be restricted without a specific court order. In particular, the nursery does not have the power to act on the request of one parent to restrict another.

The information provided to the nursery when the child was enrolled detailing whether parents have parental responsibility for the child will be presumed to be correct unless a court order or original birth certificate proving otherwise is provided to the nursery. Similarly, the information provided on the address(es) where the child resides will be presumed to be correct unless a court order proving otherwise is provided to the nursery.

### **Our responsibilities**

Claverham Day Nursery fully recognises its responsibilities, and it is our sole wish is to promote the best interests of the child, working in partnership with all parents.

Claverham Day Nursery will maintain our open door policy with all parents, and the Nursery Manager will be available by appointment to discuss any issues or concerns with regard to separated/divorce estranged parents may have in relation to their child or children at the nursery.

Parents will be encouraged to resolve any issues around estrangement, contact and access to information without involving Claverham Day Nursery directly.

Issues of estrangement is a civil/private law matter and Claverham Day Nursery cannot be involved in providing mediation, helping an estranged parent to communicate with their child or children, or using the nursery premises for purposes of contact.

In the event that the parents are unable to agree with one another on decisions regarding their child's care and education, the nursery will arrange a meeting with all parents (preferably together or separately if required) to attempt to assist the parents to resolve the situation; if it cannot be resolved the matter may be referred to the Line Manager of the nursery.

The interests of the child will always be paramount when deciding whether to accommodate a request from an estranged parent. We recognise that a Court Order can restrict a parent in having contact/access to information and we may be bound by this. In this situation we will consult with the Local Authority to obtain advice as this may constitute a safeguarding concern.

In any event whereby the parents being estranged is appearing to impact upon the health, wellbeing and safety of a child the matter will be referred to the Local Authority for advice.

### **Nursery registration**

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

### **Our Policy**

It is the responsibility of the parents to inform Claverham Day Nursery when there is a change in family circumstances. The nursery needs to be kept up to date with contact details, arrangements for collecting children and emergencies.

We encourage parents to tell us at an early stage if there is a change in family circumstances. Whenever possible, staff will be informed of such changes so that suitable support can be offered. We will, however, recognise the sensitivity of some situations and maintain the level of confidentiality requested by parents as far as possible

Newsletters & general school updates can be sent to all parents via e-mail or paper copies can be posted. Parents need to provide Claverham Day Nursery with an e-mail or postal address in this instance and let the nursery manager know that they would like this information sent separately. These updates will contain all the main events within nursery including: events, sports days, parent consultation, etc.

When we hold parent consultations we would expect parents to communicate with each other regarding these arrangements.

Claverham Day Nursery will consider separate appointments but by prior agreements only or when a court order is in place restricting contacts with both parents.

We expect that parents should liaise and communicate directly with each other in matters such as the ordering of nursery photographs and other instances.

A parent as defined in this policy has the right to receive progress reports and review records of their children. If the parents are separated or divorced, progress reports will be sent to the parent at the address in the nursery's records specifying where the child resides with the expectation that he/she will share the report with the other parent.

If the child is subject to a joint residence order and the nursery records formally capture that the child resides at two addresses, then progress reports will be sent to both addresses. The nursery will send copies of the progress reports to a parent with whom the child does not reside only if that parent submits a written request.

### **We will:**

- Ensure the child's welfare is paramount at all times they are in the nursery
- Comply with any details of a court order where applicable to the child's attendance at the nursery where we have seen a copy/have a copy attached to the child's file
- Provide information on the child's progress, e.g. learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility
- Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect
- Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.
- Not tolerate parents talking to the staff in an inappropriate or abusive manner.

### **We ask parents to:**

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child

- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/key person away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.
- Not to talk to members of staff in an inappropriate or abusive manner.

**In the matter of the release of a child or children:**

Claverham Day Nursery will follow the standard agreed procedure in the release of a child or children.

In the case of a separated parents Claverham Day Nursery will release a child or children to a parent in accordance with any specific arrangements notified to the nursery.

If one parent seeks to remove the child from nursery in contravention of the notified arrangements, and the parent to whom the child would normally be released has not consented the following steps will be followed:-

- The Nursery Manager or Deputy will meet with the parent seeking to collect/remove the child and, in his/her presence, telephone the parent to whom the child would normally be released and explain the request.
- If the parent to whom the child would normally be released agrees, the child may be released and the records will reflect that the permission was granted verbally.
- In the event that the parent to whom the child would normally be released to cannot be reached, the Nursery Manager or Deputy dealing with the issue may make a decision based upon all relevant information available to him/her.
- The Nursery Manager or Deputy may have to refuse permission if agreement/consent cannot be obtained and may need to take advice before a child or children are collected / released.
- Claverham Day Nursery cannot **prevent** the other parent collecting the child or children but we will endeavour to reach an agreement and this may mean keeping the child or children safe whilst Claverham Day Nursery tries to reach such an agreement.
- If there is a Court Order restricting contact or it is in contravention of any access agreement, the child or children will not be released into their care and the other parent advised to take the necessary action which does not involve the nursery.
- During any discussion or communication with parents, the child or children will be supervised by an appropriate member of nursery staff in a separate room.

In circumstances if there is a belief that a possible abduction of the child may occur or if the parent is disruptive, the police should be notified immediately and the Local Authority notified.

**SETTLING IN POLICY**

It is important for us all to meet before your child starts nursery. We offer two pre visits prior to starting at Claverham Day Nursery where you and your child can meet the staff and children, this also gives you time to talk with your key worker to ensure a smooth entry. Every child is an individual and no one can be sure how a child will react to starting nursery. Some children will settle quickly and others will need more reassurance. When you come for a pre-visit please make sure you sign the visitor's book in the hallway.

One to two weeks prior to commencing nursery, the child's parent will contact the nursery to arrange settling in visits. These visits will be free of charge.

- The first visit will last approximately 1 hour and will give parents the chance to meet the children and the staff members in the group. Prior to the first pre-visit parents will receive a 'what you need to know about my child' form that needs to be filled in as you know your child better than we do and it give the practitioners a starting point for your child. We ask you to bring this to the first visit so we can talk through it then. This also gives the child's Key Person points to work from and therefore they can plan accordingly.
- Any outstanding paperwork issued during this visit is to be completed before the child commences at nursery.
- At the second visit, the child will be left for a short period without their parent – we suggest approximately an hour.
- Staff will give parents feedback on their child during visits and more visits may be arranged if it is felt that this is necessary.
- All visits must be booked by the Nursery Manager or Deputy Manager.

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help, friendship and to be able to share with their parents afterwards the new learning experiences enjoyed at Claverham Day Nursery. We also want parents to feel welcome and involved from the beginning. In order to accomplish this, we aim to create a partnership with parents in the following ways:

- Creating opportunities for the exchange of information, using amongst other resources a copy of the nursery's brochure and a shared approach to the registration form.
- Ensuring plenty of opportunities for parents to inform the nursery about their children's current achievements and interests.
- Encouraging parents to visit the nursery with their children before starting at Claverham Day Nursery.
- Making clear to families from the outset that they will be welcome and supported at Claverham Day Nursery for as long as it takes to settle their child there.
- Reassuring parents whose children seem to be taking a long time settling in to nursery.
- Encouraging parents where appropriate to separate from their children for brief periods at first, gradually building up to longer periods if required.

Children cannot play or learn successfully if they are anxious or unhappy. Our settling in procedures aim to help parents and children to feel comfortable in the nursery and to ensure that children can benefit from what the group has to offer and feel confident that their parents will return at the end of the session/day.

Parents are invited to phone at any point during the day to check that all is well. Daily reports and verbal feedback will be given to parents of children in the Baby room on how the child has settled into the nursery. Verbal feedback will be given to parents of children in the Toddler and Family Room.

We hope that your child's time at Claverham Day Nursery will be a very happy and productive one. If you have any queries or if we can be of any help, please feel free to speak to Sarah or a member of staff at the nursery.

## **SICK CHILD POLICY**

This policy has been devised to ensure that children who become unwell whilst at the nursery are treated with sensitivity and respect. It is also to help us to protect other children and staff from illness and the spread of infection. Children should not be left at nursery if they are unwell. If a child is unwell then they will prefer to be at home with their parent/carer rather than at nursery with their peers.

### **SICK CHILD PROCEDURE**

Please use the following guidelines before bringing your child back to nursery:

**Colds and coughs:** The child should have a normal temperature and feel well in themselves.

**Temperature:** The normal temperature for a child is 37c. If a child's temperature is 37.5 degrees or above the parent/carer will be contacted and asked to collect their child immediately. Children and young people should not attend the setting if they have a high temperature and are unwell.

**COVID-19 (Coronavirus):** Children and young people who have a positive test result for COVID-19 should not attend the setting for 3 days after the day of the test

**Sickness/Diarrhoea:** Staff and children can return 48 hours after the sickness and diarrhoea have stopped.

**Unknown rashes:** Medical advice should be sought. The child may return to nursery if the rash is not contagious.

**Conjunctivitis:** No exclusion period. The child must be receiving treatment.

**Chicken Pox:** All spots must have completely scabbed over (at least five days exclusion period). A sign will be put on the front door to inform parents/carers of any cases of chicken pox within the nursery.

**Impetigo:** Medical advice must have been sought and sores must not be weeping.

**Hand, foot and mouth:** No exclusion period. The child must feel well in themselves.

**Head lice:** there is no exclusion period for head lice. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair. A sign will be put on the front door to inform parents/carers that there has been a case of head lice.

**Scarlet Fever:** The child must be excluded until 24 hours of appropriate antibiotic treatment has been given.

**Broken limbs/stitches:** According to medical advice and based on the individual child this will be discussed with parents. We will report any cases where hospital treatment was required to Ofsted.

**Please note, an unwell child needs one to one attention that we cannot provide at nursery**

Please see the Exclusion Period Table in the parent/carer policy book for full details.

If your child needs to receive medication whilst in nursery care please see the policy regarding administration of medication. If a child is on antibiotics then they must be 24 hours into the course before returning to nursery.

If a child becomes ill during the nursery day, the parent/carer will be contacted and asked to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area with a member of staff.



If the parent/carer cannot be contacted then we will telephone the people stated on the emergency contact list on the child's personal details form.

Please note that the above exclusion periods have been taken from the government guidance [Exclusion table](#)

### **IF AN UNWELL OR INFECTIOUS CHILD COMES INTO THE NURSERY:**

- The manager or deputy manager reserves the right not to accept any child who is unwell into the nursery. It is unfair on the child to be here when they need to be with their parent/carers or having one to one attention. It is also unfair to the rest of the children who are here if they are knowingly in contact with an illness or infection.
- Please can all parents respect our staff team's decisions as our policies are in place to prevent infection from spreading around the nursery.
- Should a child's symptoms deteriorate whilst waiting for their parent/carers the manager or deputy manager should be informed immediately.
- If the manager or deputy manager feels that it's necessary, they should call for an ambulance. The manager or deputy manager must then inform the parent/carers to meet them at the local hospital. First aid should be administered to the child as necessary.

### **TRANSPORTING CHILDREN TO HOSPITAL PROCEDURE**

- If the sickness is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle.
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital.
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately.
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. If you are confident and assertive the child will feel reassured.

### **CALLING AN AMBULANCE**

- Dial 999 and ask for an ambulance.
- Answer all questions honestly and clearly.
- When asked to give the address and telephone number, use the following details:  
**Claverham Day Nursery, North Trade Road, Battle, East Sussex, TN33 0HT**  
**01424 774548**
- A senior member of staff will go with the child to the hospital, taking the child's registration form which includes all their medical details and the consent for medical attention, and any of the child's special comforters.
- Reports should be written up by the manager/deputy manager and any witnesses and will be kept on file.
- Members of staff will be offered time out and an opportunity to discuss what happened and how they are feeling.

### **FEBRILE CONVULSIONS, ANAPHYLACTIC SHOCK AND ANY OTHER FIT OR SEIZURE**

- If a child has any of the above an ambulance must be called immediately and the same steps taken as above.

- Anaphylaxis typically presents with many different symptoms over minutes or hours with an average onset of 5 to 30 minutes if exposure is intravenous and 2 hours for foods. The most common areas affected include: skin (80–90%), respiratory (70%), gastrointestinal (30– 45%), heart and vasculature (10–45%), and central nervous system (10–15%) with usually two or more being involved.
- Anaphylaxis is a medical emergency that may require resuscitation measures such as airway management, supplemental oxygen, large volumes of intravenous fluids, and close monitoring. Administration of epinephrine (Epipen) may be required and only staff with Epipen training should be called upon to administer such treatment.

# **SLEEP AND CARE NEEDS POLICY**

## **Aim**

To provide restful periods appropriate to the child's needs.

To define what is understood as care needs, and establish guidelines to ensure that these needs are met.

## **Rationale**

All children have individual needs that vary greatly at different times of their development. For the purpose of this policy care needs are defined as essential requirements to keep a child happy, safe, secure and comfortable. This policy supports the Safeguarding and Welfare Requirements of the Statutory Framework for the Early Years Foundation Stage.

## **PROCEDURE**

### **Care**

We all have a duty to care for the children at Claverham Day Nursery. The quality of care will depend on how carefully we carry out our responsibility through working with parents, colleagues, other professionals and most importantly our knowledge of individual children. All this knowledge is gathered through informal and formal forms of communication. Areas of care may include sleep requirements, nappy changes, toileting, intimate care routines, additional medical needs, feeding, behaviour support, communication, cultural needs, likes and dislikes and the celebration of special occasions.

### **Sleep**

Provision is made (cot room, sleep room or partitioned area) for children who wish to relax, play quietly or sleep, equipped with appropriate furniture. This may be converted from normal play space providing children can rest and/or sleep safely without disturbance. Each child should have their own bed linen; sleeping children will be frequently checked at least every 10 minutes. We follow the [NHS guidance on Sudden Infant Death Syndrom \(SIDS\)](#) when putting a baby to bed:

- Lie baby on their back
- Place the baby's feet at the bottom of the cot / sleep mat to prevent wriggling down under covers.
- Never let a baby sleep with a pillow. Just use a firm mattress.
- Try to keep room temperature between 16 and 20°C - the ideal temperature is 18°C.
- Monitor how hot the baby gets.
- Keep the baby's head uncovered. Their blanket should be tucked in no higher than their shoulders.

When we check a baby and they are sweating or their tummy feels hot, we take off some of the bedding. It is normal for babies to have cool hands and feet.

All children should be on view to staff at all times of the day, this includes when they are sleeping or resting. Children should sleep on need or when they display distress through lack of sleep e.g. restlessness, irritability.

A rest place should be a warm, clean, relaxing, secure, quiet environment. After 10 minutes, any child who appears to be still wide awake must be asked if they want to return to the other activities.

Children needing at sleep at nursery will be placed in a cot, or on sleep mattress that conforms to safety standards.

Should a child arrive at the setting asleep in a pram we would not disturb the child from their sleep. The child would be closely monitored and checked a minimum of every 10 minutes. We would not place a child in our care for a sleep in a pram / buggy, unless the parent specifically asks for this practice to continue as they would do in their home setting. If the child is unable to settle in a bed / mattress or the child becomes distressed then a decision would be taken regarding how we can best meet the needs of the child. This may result in the child placed in a pram / buggy to settle them and this will be discussed with parents on pick up at the end of the session.

For all other children quiet periods of the day should still satisfy their needs.

In the event of an unexplained death at Claverham Day Nursery the Sussex Child Protection and Safeguarding Procedures will be followed.

Guidance on reducing the risk of cot death for parents can be found on the Parents Noticeboard.

### **Feeding**

There is a separate kitchen area that is equipped to provide healthy meals, snacks and drinks for children. Suitable sterilisation equipment is used for the sterilisation of babies' feeding equipment and dummies. The Sterilising and Bottle Feeding Policy is followed.

### **Kitchen/Food Prep Cleaning**

The kitchen must be cleaned to the standards of the Environmental Health requirements. This should be a systematic approach carried out by the Kitchen Assistant. The cleaning duties should follow Safer Food Better Business guidelines and the recording of this cleaning carried out daily. The Food Safety Management Procedures the nursery run by should be followed.

It should be the responsibility of the Kitchen Assistant to oversee the cleanliness of the kitchen. Any concerns should be discussed with the Nursery Manager.

All cleaning materials should be stored in a secure and safe place and a COSHH risk assessment completed on each product.

## **SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND) POLICY**

### **Statement of intent**

Our policy states how we care for children with special needs and what process we use when we have concerns about a child.

This policy is in line with the revised Code of Practice and is also linked with our equality of opportunity policy and also our health and safety policy.

We provide an environment in which all children are supported to reach their full potential.

At Claverham Day Nursery we are committed to showing equality and inclusion at all times. Every child has their individual needs met, to give them the potential to grow and develop.

### **Definition of Special Educational Needs (SEN)**

**“Children have a Special Education Need if they have a learning difficulty which calls for Special Educational Provision to be made for them.”**

### **CLAVERHAM DAY NURSERY**

The nursery is set in the grounds of Claverham Community College and cares for children between 3 months and 5 years old. The nursery receives Government Funding for children between the ages of 9 months and 4 years. Some families of 2 years old are also eligible to receive Government funding if their circumstances meet the criteria.

The Senior Management Team and SENCO for the nursery are responsible for monitoring the nursery policies and procedures to check that they reflect current legislation and that staff including students and volunteers are aware of them and follow them.

The Senior Management Team comprises of the Nursery Manager and Deputy Manager.

Special Educational Needs Co-ordinator is Kris Roud and she has responsibility for the day to day provision for the children with SEN.

### **IMPLEMENTATION OF THE SPECIAL NEEDS POLICY**

- We will provide a Special Needs and Disabilities Policy and make it available to all parents.
- We will ensure staff are aware of the details of the policy
- We have regard for the [DfE Special Educational Needs Code of Practice 0 – 25 years](#) and implement it where necessary.
- We have regard for the Disability Discrimination Act 1995 and code of practice.
- We include all children in our provision.
- We create an environment that meets the Special Educational Needs of each child.
- We ensure that the Special Educational Needs of children are identified, assessed and provided for.
- We will identify the necessary provision and staff arrangement to meet the ‘special needs’ of the children.
- We support parents and children with special education needs (SEN). Parents are informed and kept up to date with all processes and information concerning their child, and we have regular meetings with parents to discuss progress reports. Parents are always welcome to talk to staff at any time with regard to their child.
- We make clear the expectations of all partners in the process. We work in partnership with parents and other agencies in meeting individual children’s needs.
- We identify the roles and responsibilities of staff in providing for children’s Special Educational Needs.
- We enable all children to have full access to all elements of the nursery’s curriculum.

- We ensure no child is refused a place unless their specific needs are unable to be met within the constraints of the Nursery's physical environment and/or by the staff.
- We will ensure that staff have opportunities to undertake specialist training related to special needs, to improve and update their knowledge and understanding.
- We ensure that parents are able to play their part in supporting their child's education.
- We ensure that our children have a voice in this process.
- We monitor and review our practice and provision and, if necessary, make adjustments.

## **CURRENT STATUTORY REQUIREMENTS**

- SEND Code of Practice 0-25 (Jan 2015)
- Equality Act (2010)
- Statutory guidance on Supporting pupils at school with medical conditions (Dec 2015)
- The Early Years Foundation Stage (September 2021)

## **Educational Inclusion**

At Claverham Day Nursery we welcome children with disabilities or special educational needs and recognise that their development is more likely to be enhanced in a nursery setting with all children.

In order for the children to gain maximum benefit from their nursery sessions we will work on the advice of parents, preschool advisors, health professionals and any other voluntary organisations so that special arrangements can be made if necessary.

We aim to offer excellence and choice to all our children, whatever their ability or needs. We have high expectations of all our children. We aim to achieve this through the removal of barriers to learning and participation. We want all our children to feel that they are a valued part of our nursery community. Through appropriate curricular provision, we respect the fact that children:

- Have different educational and behavioural needs and aspirations; require different strategies for learning;
- Acquire, assimilate and communicate information at different rates;
- Need a range of different teaching approaches and experiences.

Staff respond to children's needs by:

- Providing support for children who need help with communication, language and literacy; planning to develop children's understanding through use of all available senses and experiences;
- Planning for children's full participation in learning, and in physical and practical activities;
- Helping children to manage their behaviour and to take part in learning effectively and safely;
- Helping individuals to manage their emotions, particularly trauma or stress, and to take part in learning.

## **Special Educational provision means:**

Educational provision which is additional to, or otherwise different from, the educational provision made generally for children of the child's age.

## **Special Educational Needs**

Children with Special Educational Needs have learning difficulties that call for special provision to be made. All children may have special needs at some time in their lives. Children have a learning difficulty if they:

- a) Has a significantly greater difficulty in learning than the majority of children of the same age;
- or

- b) Has a disability which prevents or hinders them from making use of the educational facilities of a kind generally provided for children of the same age.
- c) Is under five and falls within the definition at (a) or (b) above or would do if special provision were not made for the child.

Special educational provision should be matched to the child's identified SEN. Children's SEN are generally thought of in the following four broad areas of need and support

- communication and interaction
- cognition and learning
- social, emotional and mental health
- sensory and/or physical needs

Children must not be regarded as having a learning difficulty solely because the language or form of language of their home is different from the language in which they will be taught.

We are aware that sometimes children do not have SEN but may have additional needs that may impact on their progress and attainment. These include:

- Disability (both themselves and their family)
- Attendance
- Health and Welfare
- English as an additional language
- Being a looked after child
- Being in receipt of Pupil Premium grant.

## **SENCO ROLE**

The nursery SENCO is **KRIS ROUD**

The SENCO will have responsibility for:

- manage the day to day operation of the policy
- ensuring liaison with parents and other professionals in respect of children with special educational needs
- advising and supporting other practitioners in the setting
- ensuring that appropriate Setting Based Support Plans are in place
- ensuring that relevant background information about individual children with special educational needs is collected, recorded and updated
- manage a range of resources, human and material, to enable appropriate provision for children with SEN.
- Attending regular termly meetings with other SENCOs to ensure they are up to date with new initiatives.

## **INCLUSION AND LOCAL OFFER**

Claverham Day Nursery is an inclusive nursery and we welcome all children including those with special educational needs and disabilities. However although we recognise the individuality of all children, in the best interest of all our children we reserve the right to refuse a child for whom we do not have suitable facilities or staff expertise.

For details of the 'Local Offer' for children with SEND and their families please visit the following website <https://localoffer.eastsussex.gov.uk/>

## **Children starting nursery**

All our children are assessed when they join our nursery, so that we can build upon their prior learning. We use this information to provide starting points for the development of an appropriate curriculum for all our children.

Early identification is vital. Nursery staff inform the parents at the earliest opportunity to alert them to concerns and enlist their active help and participation.

### **Graduated approach to identifying and meeting children's special needs**

The staff are available at the beginning or end of the day for informal exchanges, or parents can make an appointment for a parent consultation. Each term we provide an opportunity for parents to meet with key workers to discuss their child's progress. Parents are also kept in touch through online assessment journals (Family) of their child's progress and can add information to the learning journey themselves. Key workers for all children provide activities and information on their key child's next steps and follow a cycle of assess, plan, do, review.

If following this process concerns about a child's development continue then the process of assess, plan, do, review is repeated and recorded on a setting based support plan (SBSP). There will be a minimum of two SBSPs completed before a meeting with the child's parents takes place to discuss referring the child to relevant professionals.

### **Assess**

The staff and the SENCO assess and monitor the children's progress in line with existing nursery practices. This is an ongoing process and is recorded on a Setting Based Support Plan for the child.

The SENCO works closely with parents and Keyworkers to plan an appropriate programme of support.

The assessment of children reflects as far as possible their participation in the whole curriculum of the Nursery. The Keyworker and the SENCO can break down the assessment into smaller steps in order to aid progress and provide detailed and accurate indicators.

If the SBSP review identifies that support is needed from outside services, we will consult parents prior to any support being actioned. In most cases, children will be seen in the nursery by external support services. This may lead to 'additional' or 'different' strategies and external support outside of the nursery. External support services will provide an Individual Support Plan (ISP) for us to follow alongside the existing SBSP. The new strategies within the SBSP will, wherever possible, be implemented in the child's nursery setting.

If our assessments show that a child may have a learning difficulty, we use a range of strategies that make full use of all available resources. In liaison with the SENCO, the child's Keyworker will offer interventions that are 'different from' or 'additional to' those provided as part of the nursery's usual working practices. The Keyworker will keep parents informed and draw upon them for additional information. If the SENCO, Keyworker and parents feel that the child would benefit from further support, the SENCO will then take the lead in further assessments of the child's needs. We will record the strategies used to support the child within a Setting Based Support Plan (SBSP). The SBSP will show the short-term targets set for the child and the teaching strategies to be used. It will also indicate the planned outcomes and the date for the plan to be reviewed. In most cases, this review will take place every term. Parents will be involved in the writing and review of each SBSP.

### **Plan**

A Setting Based Support Plan is written by the SENCO with input from the child's key person and parents. Initially this is done internally using the knowledge, resources and staffing already available in the nursery. Parents are involved in this process and their contributions are included in the paperwork. If any other professionals are involved with the child then their contributions are sought and included also, e.g. Health Visitor or Speech and Language.



The plan also includes strategies that all adults can follow both at nursery and if appropriate at home, to support the child's development. The plan also includes SMART (Specific/Small, Measurable, Attainable, Realistic, Timely) targets which are used to review progress. The plan builds on a child's strengths as well as addressing areas of need.

### **Do**

The plan is followed and the strategies put in place. The early years practitioner, usually the child's key person, remains responsible for working with the child on a daily basis. With support from the SENCO, they should oversee the implementation of the interventions or programmes agreed as part of SEN support.

Observations, assessments and liaison with parents will continue.

### **Review**

The setting based support plan is reviewed by the SENCO, key staff and parents every term. The SENCO liaises with the keyworker and relevant staff regularly to review progress and plans.

If following the review it is agreed that the child is making expected progress the SBSP will be updated with new targets and strategies and the cycle repeated.

If following the review the child is making less than expected progress consideration is given to requesting specialist assessment and support from external agencies and professionals.

With the parent's permission the appropriate referral forms are completed. Referrals can be made directly to:-

- ISend
- The community paediatrician
- Audiology
- Therapists – Speech and language, occupational, physiotherapist
- Educational Psychology service
- Specialist Advisory teacher

If a referral is successful and funding is given, the child will be given extra support to support their individual needs. This is applied for termly.

### **Step down procedures**

If at the review meeting it is clear that the child has made progress and their development is within the range considered typical for their age then the child will be considered to no longer have SEN. This will be recorded on the SBSP. The child will continue to have their progress monitored as part of the nursery's usual assessment arrangements and will continue to receive differentiated activities based on their individual needs as necessary i.e next steps.

### **EDUCATION AND HEALTH CARE PLAN (EHCP)**

There will be a very small minority of children who will be lifelong service users and will need an Education Health and Care Plan (EHCP) in place prior to their school start, to ensure their needs are fully met in specialist provision. It is important that these children are identified early and planned for.

Any child who is going to school in the September and is working **no higher than 'emerging' in the 8-20 month level in 2 Prime Areas of Development** can request an EHC Needs Assessment.

If the parents decide to apply for an EHCP then a decision will be made as to whether the nursery or family start the process. Regular meeting and discussions will be held between nursery and the parents.

A decision will be made by the Local Authority if an EHCP is granted.

## **FORMAL ASSESSMENT**

### Integrated Progress Review at 2 years old

When a child is between 2 and 3 years of age, usually 27 months, the child's Health Visitor contacts the nursery to compile a comprehensive profile of the child's development so far. Parent's, carers and keyworkers all liaise together with the health visitor so that they are in agreement about the child's strengths and weaknesses. If there are emerging concerns (or identified SEN or disabilities) practitioners develop a targeted plan to support the child involving other professionals e.g. SENCO, speech and language etc.

### Transition to school

Claverham Day Nursery works closely with other providers to provide a smooth transition for all children including those with SEN. Reception teachers receiving children from Claverham Day Nursery are invited to the nursery to meet all the children and discuss their individual needs and progress with their Key person. If a child has been identified as needing additional support and extra meeting is organised where any SBSP is shared. Any paperwork concerning a child's SEN is passed on to the receiving school.

## **VISUALS**

We use visuals throughout the nursery to promote and enhance early communication.

## **MAKATON**

Makaton, an action and sign language which accompanies speech, is taught throughout the nursery through nursery rhymes, stories and gestures. It is being development throughout the nursery to be used by all children to support their self-expression. It enables children who are unable to talk to communicate, but also supports children's understanding of the spoken word and body language.

## **COMPLAINTS**

We provide a complaints and concerns procedure. In the first instance if parents are unhappy with any aspect of provision should discuss their concerns with the nursery manager. If parents wish to make a formal complaint they should follow the complaints and concerns policy.

## **STAFF DEPLOYMENT POLICY**

Claverham Day Nursery practitioners are deployed within the nursery following appropriate ratio's laid out in the Statutory Framework for the Early Years Foundation Stage.

- Children aged under two in an early years setting there must be at least one member of staff for every three children 1:3
- Children aged two years in an early years setting there must be at least one member of staff for every four children 1:4
- Children aged three and over in an early years setting there must be at least one member of staff for every eight children 1:8

Claverham Day Nursery has the following Staff:

- Nursery Manager
- Deputy Nursery Manager
- A Senior Member of staff in each room (Room Leaders)
- We employ qualified staff as keyworkers
- We employ a pool of Bank Staff available to cover sickness and holiday – these staff are both qualified and unqualified.
- We employ Individual Needs Assistants when required
- We employ a SENCO
- We employ a Kitchen Assistant

We ensure that staff:child ratios are maintained at all times. In the event that our Bank Staff cannot cover at short notice i.e. if a member of staff phones in sick in the morning; then we will contact 3D Recruitment and they will send somebody to cover the hours needed. We request Agency workers that we have had before so that continuity for the children is maintained.

## **SUPERVISION OF CHILDREN POLICY**

**References made to ‘child’ and ‘children’ refer to children and young people under the age of 18 years.**

### **AIMS**

Claverham Day Nursery is committed to provide, as far as is reasonably practicable, safe outdoor area(s) and learning environments for the children of our school. This policy seeks to clarify the level of supervision provided before, during and after the school day so that all staff (including contractors, agencies and third-party organisations) and parents/carers are aware of the standards that are expected.

### **Supervisory Responsibilities**

The nursery manager will:

- Ensure adequate staff are available to meet the required supervision requirements for before the start of the school day, during break times and lunch times and at the end of the school day until all children have left the school grounds or are under parental/carer supervision.
- Ensure that staff are aware of their supervisory responsibilities,
- Continue to develop a culture of safety and safe environment for our children
- Ensure that this policy is communicated to parents/carers
- Review and evaluate the supervision procedures as required.

#### **Supervising staff will:**

- Support and assist in the implementation of this policy.
- Reinforce a 'safe play' message.
- Adhere to and follow the safeguarding and child protection, health and safety, positive behaviour policies and the staff behaviour policy/code of conduct, plus the additional policies listed on page 5.
- Report any concerns to the nursery manager / deputy nursery manager / designated safeguarding lead (DSL) as appropriate.
- Understand their prime supervisory responsibility is to be with the class or group at all times. Children should not be put in the position of being left unsupervised. Good preparation and classroom management should ensure that there is no necessity for this to be the case.

#### **Parents/Carers will:**

- Respect the arrangements provided for the supervision of their children and acknowledge the times that supervision will be available
- Support the supervisory staff by also ensuring that their children (including other siblings who may not currently attend the school) adhere to the rules of the school whenever they are on the school site or participating in school events and activities;
- Report any concerns to the nursery manager / deputy nursery manager / designated safeguarding lead (DSL) as appropriate;
- Inform the nursery of any changes to the arrangements for the collection of their child.

#### **Before the Nursery session:**

The nursery opens at 8.15am. If parents/carers are waiting outside before the nursery is open the responsibility of the child/children will remain with the parent/carer until the time specified above.

The gates will be open until 8.45am for access to the nursery. Any parent/carer wanting to access the nursery after this time will need to come through the pedestrian gate.

The vehicle gates will remain closed between 8.45am and 5.45pm.

#### **Supervision Arrangements**

During the nursery day all visitors with business in the nursery will be admitted through the main entrance where they will sign in and receive a visitor's lanyard/badge. Certain visitors to the school must be accompanied by a member of staff at all times.

Senior staff open the door.

Leaving the school site: Children should not be allowed off-site during school hours unless there is clear evidence of a request (in writing, by email, in person or by telephone) from the parents/carers.

Illness: When children are taken ill during the school day the school will contact the parents/carers, whether at home or at work. Information about contacts is kept in the filing cabinet in the office.

During the nursery day: Children must be supervised at all times. Children should not be left in classrooms without supervision.

Visitors: All visitors to the school are expected to sign in and out. Visitors are required to wear a visitor's lanyard/badge. All staff should check strangers by politely asking why they are on the premises and report to the school office if there is a concern.

Parents/carers are not allowed to approach children from other families to sort out disputes or arguments, staff or parents/carers should report any concerns about this to the school office.

### **Break Times**

#### **A member of senior management will:**

- Review lunch arrangements daily in the event of any staff sickness/absence thereby providing adequate supervision ratios

#### **Nursery Assistants will:**

- Supervise the children in their care at all times;
- Be vigilant at all times
- Not indulge in protracted conversation with other members of staff
- Deal with any incidents of behaviour following the nursery's Positive Behaviour Policy
- Deal with minor incidents and accidents following the health and safety policy.
- Expect children to play in an appropriate way. Particular attention should be paid to supervising children in congested areas;
- Report any significant safeguarding incidents to the DSL/Deputy DSLs immediately
- Administer first aid if needed in accordance with the First Aid Policy and Procedure. Arrangements to cover any incident will be made at the time by using staff not counted in the ratios such as the nursery manager or kitchen assistant.
- In the event of an incident or unexpected occurrence, the nursery manager / deputy manager will ensure additional support will be provided to assist in the situation
- Over-see children's care and welfare during the day

### **The Role of the Nursery Assistants on Duty at Lunchtime**

Staff on duty at lunchtime are responsible for:

- Supervising children on the school site as required by the head teacher
- Dealing with minor incidents and accidents following the health and safety policy.
- Over-seeing children's care and welfare during the lunch break, especially when the children are playing outside;
- Undertaking training as required.
- Staff in the sleep room, help to get the children to sleep and supervise them whilst they are sleeping.
- Rotas stating where staff are deployed and at what times are available in each room and also in the office.

### **General duties**

Each member of staff on duty at lunchtime is responsible for:

- Supervising children eating their lunch
- Managing the children's behaviour, including orderly queuing
- Monitoring the playground, cloakrooms and classrooms to make sure children are not in areas they should not be.
- Making sure all children observe the behaviour policy
- Ensuring the dining hall is cleared up after use
- Assisting children with their meals as necessary.
- Administering first aid if needed.

### **General Guidelines for supervising children throughout the nursery day**

- Do not stay in one place for any length of time (within your designated area).
- Do not stand talking to other staff or spend a long time with one group of children.
- Follow the positive behaviour policy.
- Aggressive play, bullying or rudeness should be dealt with immediately.
- Record all accidents in the minor injuries record and seek help if the accident is a cause for concern.

- Read the health and safety policy for advice.
- Watch the games the children are playing, but do not get too absorbed, as it might distract you from what is going on elsewhere-be vigilant
- Do not let children spend all their time with you, as it can prevent them from mixing with other children.
- Avoid questions to children that could be interpreted as 'prying' into family matters.
- Treat the children fairly, equally and with respect
- Be vigilant of groups of mixed age children
- Be vigilant of pupils with complex special educational needs and disabilities/behavioural needs

### **End of nursery sessions**

Staff **MUST NOT** release children to persons that are not known to them and parents/carers must communicate any alternative arrangements to the nursery if they wish their children to be collected by another named person and provide a password.

The vehicle gates will remain closed between 8.45am and 5.45pm.

The access to the nursery is made through the pedestrian gate.

Once a parent/carer has collected their child they are then their responsibility.

### **All Other Times**

Parents/carers must be aware that the nursery will **not** provide supervision for children during the following:

- Parent/carer consultations where it is not the child's normal nursery session.
- If you bring your child into nursery on photograph day and it is not their normal nursery session.
- The times before and after nursery events such as the nursery sports day unless it is your child's usual day for attending the nursery.
- If you and your family attend the nursery Christmas fair.
- We do not provide supervision for siblings whilst in the nursery or at nursery events.

### **Relationship to other policies**

Positive Behaviour Management Policy  
 Anti-bullying Policy  
 Safeguarding and Child Protection Policy  
 Health and Safety Policy  
 First Aid Policy  
 Health and Safety Policy  
 Outdoor Play Policy  
 Contingency Plan for Staff Absences  
 Sleep and Care Needs Policy  
 Nappy Changing Policy  
 Toilet Training Policy  
 Staff Acceptable Behaviour Policy

### **Relationship to risk assessments**

First aid  
 Security  
 Movement around school and nursery site  
 Playground activities  
 Play equipment  
 Access and egress  
 Children's snacks and mealtimes  
 Cooking  
 Balanceability  
 Dance Studio  
 General Activities  
 Sports Day  
 Baby Room  
 Toddler Room

Family Room

### **Roles and supervisory responsibilities**

This policy applies to:

- All staff and contractors, agency and other third-party organisations
- Volunteers and students
- Children
- Parents/carers (at dropping off and picking up times).

### **Arrangements for monitoring and evaluation**

The designated safeguarding lead will monitor the minor injuries recording forms/ behaviour logs and bullying incidents to ascertain whether there are recurring trends and how they could be resolved.

Claverham Day Nursery's Supervision of Children Policy will be reviewed annually to monitor the effectiveness of the policy in the setting. Parents will be informed of any changes made to the policy.

The Nursery Manager and Deputy Manager will monitor staff to ensure the procedures are being carried out, and that they are clear to all. Staff will be asked to feedback at meetings any areas of concern relating to the Supervision of Children Policy.

## **TOILET TRAINING POLICY**

### **Statement of Intent**

We do not wish to exclude pre-school age children because they have not yet mastered toilet training.

### **Aim**

To support parents in achieving toilet training and to encourage the children in doing so.

- Potty training is encouraged in accordance with the wishes and methods of the parent/carer
- Disposable gloves are used by staff when changing toileting accidents
- If a child has had a toileting accident, the soiled clothes must be removed and placed in a nappy bag immediately.
- Following the guidance from the Health Protection Agency, 'children's soiled clothing should be bagged to go home, never rinsed by hand.'

- The children must then be thoroughly cleaned using wipes or toilet paper.
- Assist child to sit comfortably and safely on toilet/ potty.
- Once the child has finished, help child to get down from toilet/potty, and wipe the child clean.
- Encourage children to dispose of toilet tissue and flush their own toilet.
- Children will then be assisted in washing their hands with anti-bacterial soap and warm water, and drying them with paper towels.
- We ask parents to put their child in appropriate clothing that is easy to pull down such as elasticated trousers or skirts; dungarees at this stage of their development is not advised.

**During the toilet/potty training experience staff are expected to interact with the child, and if the child is upset to reassure and comfort them. Praise will be given verbally throughout the toilet/potty training experience.**

**Stickers will be given to those who have just begun toilet/potty training as an incentive.**

**All staff that are required to change nappies and encourage toileting, will have a valid Disclosure and Barring Service check (DBS).**

## **TRANSITIONS POLICY**

### **Aims**

- To meet the needs of the children and individual parents and carers at times of transition
- To work in partnership with parents/carers to ensure transitions are effective and successful
- To gather written information about each child given by parents/carers and children
- To ensure parents receive useful information about the nursery
- To share the settling in policy with parents/carers
- To provide opportunities for staff and parents to meet and discuss progress or concerns
- To work in partnership with other settings the child may attend.
- To work in partnership with other professionals involved with some children who have additional support needs and who may need enhanced transition arrangements.

### **Introduction and Overview**



Transitions concerns the changes a child encounters from one place to another, e.g. from home to nursery, changing rooms within the nursery setting, attending more than one childcare provision (or childminder) and starting school. Often, these transitions involve a process of change that requires them to adapt their thoughts, feelings and behaviours to meet new expectations.

Through the implementation of this policy, Claverham Day Nursery aims to work in partnership with parents/carers, practitioners from other settings and/or childminders and school staff to share information about the child and what support he or she may need. We offer support and understanding to the period of adjustment required by children and parents/carers as they adapt to change.

## **TRANSITIONS**

When something changes in a child's life, whether that's starting school or becoming a big brother or sister, they have to go through a transition. For children, any change to their routine can be really confusing and upsetting which is why it is important to prepare them and make sure the care they get is consistent. There are two types of transition – Horizontal and Vertical.

### **HORIZONTAL TRANSITIONS**

Horizontal transitions are transitions that take place over a day or a week, for example when a child is looked after by different people. Below are some examples of horizontal transitions that may happen within the nursery.

#### **The transition from home to the setting**

At Claverham Day Nursery staff are sensitive to the needs of children and parents/carers when they first start to attend nursery, and have much experience in this area. Practitioners understand that all children settle differently in their own time and the nursery is able to accommodate the differing needs of individual children.

We offer support in the following ways:

- Information sharing, the child's starting point e.g. Learning Journeys which parents/carers are asked to contribute to and our Childcare Agreement form
- Settling-in sessions (as outlined in our Settling-in policy and Welcome Pack)
- Information for parents when their child first attends, e.g. Welcome Pack, copies of Policies and Procedures, the role of the key person
- Contact books for the children in the baby room and for all SEN children and if parents/carers specifically want one.
- Family photo books
- Favourite toys/comforters from home
- Special arrangements to support children who speak English as an additional language, or who have learning difficulties e.g. staff using words in the child's home language and obtaining support from outside agencies.
- Interpreters will be used if needed, forms can be translated into a family's home language to help parents feel comfortable and gain information. Google translate can be used.

#### **The transition between rooms**

Children move rooms the month after they turn 2 years old and 3 years old. They will move to the next room on the 1<sup>st</sup> of the month.

- Settling-in sessions arranged with the new room with the new key person
- Key people liaise with each other and share information, e.g. next steps and children's Learning Journeys
- Parents/carers can be shown around the new room again if requested.
- Staff are aware and are accepting that the child may need extra support. Staff are aware that children may regress slightly when they move rooms within the nursery

#### **The transition from one provider to another during the nursery week**

When a child attends more than one setting or childminder we may make contact with them and share information to provide the best outcomes for the child. These include:

- We obtain permission from the parent/carer to make contact with the other setting/childminder
- Sharing information from the child's Learning Journey such as next steps
- Sharing behaviour strategies and planning ideas

### **VERTICAL TRANSITIONS**

Vertical transitions are transitions where a child will move on to something new such as a new nursery or child minder, moving to Reception at school or moving house for example. Transitions that take place over a number of years, for example, when a child first starts at your early years setting and when they leave your care and start school, are known as vertical transitions. For children, any change to their routine can be confusing but these big changes can be particularly upsetting.

### **The transition from our setting to school**

We recognise that starting school can be a worrying time for children and their parents/carers, and the more that can be done to ease this transition, the more positive an experience it will be for all involved.

- We invite teachers staff to visit the child at the setting and make direct contact in particular where there are concerns about a child's behaviour or development
- We organise activities which reflect the transition process, e.g. school uniform role play and provide opportunities for children to express their concerns and fears
- We complete transfer documents and give assessments of a child's current progress within the EYFS
- For children attending more than one setting, the Profile must be completed by the setting where the child spends most time.

### **How parents/carers can support their child**

We understand the importance of parents/carers role in providing stability and continuity throughout the transition process for their child, the following are ideas for offering support:

- Preparing your child for nursery by explaining you will leave them but you will come back and ensure your child is used to being left with other adults sometimes
- Talk to your child about their key people
- Allow time to talk through your child's worries and concerns
- Share information about your child during settling-in sessions
- Be involved in the sharing of information between settings/childminder

## **FULL LIST OF POLICIES AND PROCEDURES**

Administration of Medication Policy

- Administration of Medicine Consent Form – short term medication
- Administration of Medicine Consent Form – long term medication

Admissions Policy

Allergens Policy

Annual Leave and Lieu Time Policy

Anti-Bullying Policy

Application Form

Arrivals and Departures Policy

Attendance Management Procedure (ESCC)

Bad Weather Arrangements

Bereavement Policy

Biting Policy

Child Attendance Policy  
Child's Personal Details  
Children with English as an Additional Language  
Code of Conduct and Conflict of Interest Policy  
Complaints and Concerns Procedure

- Complaints Record Sheet

Confidentiality Policy  
Contingency Plan for Staff Absences  
Coronavirus COVID-19 Policy and Procedures  
Crisis Management, Emergency and Disaster Policy and Procedures  
Data Breach Management Policy (ESCC)  
Data in Transit Policy (ESCC)  
Data Protection and Information Security Policy  
Digital Image and Mobile Phone Policy  
Disciplinary Policy  
Documentation Policy  
Drugs and Alcohol at work Policy (ESCC)  
Early Years Foundation Stage (EYFS) Policy  
Equality of Opportunities Policy  
Equipment and Resource Policy  
Exclusion periods for illness and infectious diseases  
Extra Sessions Policy  
Fee and Bad Debt Policy including Early Years Education Entitlement (EYEE) Policy  
Fire Drill and Emergency Evacuation Plan  
Fire Safety Management Policy  
First Aid Policy  
Food Policy  
Food Safety Management Procedures  
Gifted and Talented Children Policy  
Glass/Plastics Breakage Policy  
Grievance and Workplace Conflict Policy (ESCC)  
Head Lice Policy and Procedures  
Health and Safety Policy  
Heatwave Policy  
Hot Work Permit and Receipt of Permit  
Immunisations Policy  
Influenza Pandemic Policy  
Intimate Care Policy  
Key Person Policy  
Kitchen Daily Routine  
Late and Uncollected Child Policy

- Late and Uncollected Child Incident Record

Managing Allegations/Concerns about individuals who work or volunteer with children flowchart guidance  
Managing Allegations Flowchart  
Manual Handling Policy  
Missing Child Policy

- Missing Child Record

Misuse of Information Communication Technology Policy  
Moving and Handling Policy (ESCC)  
Nappy Changing Policy  
No Smoking/Vaping Policy  
Notifiable Diseases Policy  
Observation, Assessment and Planning Policy

Online Learning Journey Policy  
Online Safety Policy and Acceptable Use Agreements  
Oral Health Policy  
Outdoor Play Policy  
Parent/Carer Contract  
Parent/Carer Involvement Policy  
Parental/Carer Responsibility Policy  
Parents as Partners Policy  
Personal, Social and Emotional Development Policy  
Physical Development Policy  
Physical Intervention/Use of Reasonable Force Guidance (ESCC - ISEND)

- Physical Intervention Plan
- Physical Restraint/Bullying Incident Report

Positive Behaviour Management Policy  
Pre-Existing Injury Form  
Prevent and British Values Policy

- Prevent Risk Assessment

Privacy Notice – How we use children’s and parent/carers information  
Privacy Notice – How we use school workforce information  
Safeguarding Children Policy and Procedures

- Safeguarding Information for School and College Staff
- Flowchart for ‘Actions where there are concerns about a child’
- Flowchart 1 Action taken when a child is referred to local authority children’s social care services
- Flowchart 2 Immediate Protection
- Flowchart 3 Action taken for an assessment of a child under the Children Act 1989
- Flowchart 4 Action following a strategy discussion
- Flowchart 5 What happens after the child protection conference, including the review?

Separated Families Policy  
Settling In Policy  
Sick Child Policy  
Sleep and Care Need Policy  
Social Media Policy  
Special Educational Needs and Disabilities Policy  
Staff Acceptable Behaviour Policy  
Staff Agreement  
Staff Behaviour Policy/Code of Conduct  
Staff Deployment Policy  
Staff Development and Training Policy  
Staff Induction Policy  
Staff Recruitment Policy  
Staff Supervision Policy

- Staff Supervision Form

Sterilising and Bottle Feeding Policy  
Student Placement Policy  
Subject Access Request (SAR) Form (CCC)  
Suitable Premises, Environment and Equipment Policy  
Sun Safety Policy  
Supervision of Children Policy  
Supporting Children with Medical Conditions Policy and Procedure  
Toilet Training Policy  
Transitions Policy  
Visitor Policy

## Whistleblowing Policy – Raising Concerns (ESCC)