

Policies and Procedures 2016

Contents

Section 1: Early Years Foundation Stage – Statutory Requirements

Safeguarding Children/Child Protection Policy	1
Intimate Care	11
Whistle blowing	13
Camera, Mobile Phone and Recording Device Use	16
Mobile Phone and Smart Watches	17
Facebook and Social Networking	18
Inclusion and Equality	20
Dealing with Discriminatory Behaviour	23
Special Educational Needs and Disabilities	25
Looked After Children	30
Health and Safety – General Policy	32
Sick Child/Exclusion	35
Hygiene Policy and Practices	38
Medication	39
Achieving Positive Behaviour	41
Complaints and Compliments	47

Section 2: Health and Safety

Fire Safety	49
Manual Handling	51
RIDDOR	54
Outings	57
Lost Child Procedure (Outings)	59
Lost Child Procedure (Nursery)	60
No Smoking policy	61
Alcohol and Substance Misuse	62
Equipment and Resources	63
Emergency Closure	64
Supervision of Visitors	66

Section 3: Human Resources

Staffing and Employment	67
Special Consideration for Employees	68
Absence from Work	69
Staff Development and Training	74
Staff Vaccination	75
Student Placement	76
Staff Protection	77
Grievance Procedure	78
Disciplinary Procedure	80
Supply Staff	84
Staff Uniform	86
Supervisions	87
Safe Recruitment of Staff	89

Section 4: Best Practice

Admissions	92
Payment Contracts	93
Settling In	94
Key Person Job Description	95
Nutrition and Mealtimes	96
Allergic Reaction and Prevention	99
Accidents and First Aid	101
Nappy Changing	103
Nappy Changing Routine	105
Weaning	106
Caring for Babies	108
Sun Care	110
Outdoor Play	111
Physical Intervention	112
Curriculum Development Statement	114
Partnership with Parents	116
Supporting Transitions	119
Food Hygiene	123
Late Collection and Non-Collection of Children	125
Access and Storage of Information	126
Babysitting Policy	127
Answering the Door and Collection of Children	128

Safeguarding and Welfare of Children

Safeguarding and promoting the welfare of children, for the sake of this policy, is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health and development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working Together To Safeguard Children 2015'.)

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures (please refer to our inclusion and equality policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures.

Legal framework and definition of safeguarding

- Children Act 1989 and 2004
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2014
- Working together to safeguard children 2015
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.

Busikids provides all staff with a copy of the safeguarding policy which is introduced at induction and reviewed regularly at meetings. All students/volunteers/agency staff receive information concerning safeguarding at an induction. All parents/carers receive safeguarding information in the Parent Information Handbook, at the settling session and can access the information via the Busikids website.

Busikids will work with children, parents, external agencies and the community to ensure the welfare and safety of all the children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

To this end we will:

- create an environment to encourage children to develop a positive self-image
- provide positive role models
- encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- provide a safe and secure environment for all children
- always listen to children
- provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- share information with other agencies as appropriate

Busikids has a clear commitment to safeguarding children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Nursery Manager Charlotte Angel, Deputy Nursery Manager Vicky Wakeling or Principal Louise McGarry at the earliest opportunity.

Continued....

Safeguarding and Welfare of Children continued

The nursery is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Practitioners have a duty to safeguard and promote the welfare of children. Due to the many hours of care we are providing, staff will often be the first people to sense that there is a problem. They may well be the first people children confide in about abuse, or be able to spot changes in a child's behaviour which may indicate abuse.

Busikids has a duty to be aware that abuse does occur in our society. This statement lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to welfare issues including physical, sexual, emotional abuse or neglect.

Our prime responsibility is the welfare and well being of all children in our care. As such we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing any information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies including as part of a multi-agency team, where needed, in the best interests of the child.

All staff will be familiar with their own responsibilities to act swiftly upon any suspicions or concerns they may have about any child or member of staff at the nursery.

Busikids aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Ensure staff understand how to identify early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the 4LSCB (Local Safeguarding Children Board)
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that children are never placed at risk while in the charge of nursery staff
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on the nursery premises including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the 4LSCB (Local Safeguarding Children Board).

Children will be supported by offering reassurance, comfort and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.

Parents and families will be treated with respect in a non-judgmental manner whilst investigations are carried out in the best interests of the child.

Continued....

Safeguarding and Welfare of Children continued

Busikids will follow the procedures set out in the Early Years Foundation Stage and Hampshire Local Safeguarding Children Boards Guidance (LSCB's) and as such will seek advice on all steps taken subsequently. The nursery has a duty to report any suspicions around abuse to the local authority and has an obligation to investigate such matters.

Telephone Numbers to use for support, advice or to make a report:

Hantsdirect/Children's reception team	0300 5551384
Out of hours reception team	0300 5551373
Hampshire Local Safeguarding Childrens Board	0845 6035620
Ofsted	0300 1234666
Children's social care professional's line	01329 225379
Police Tel. No.	0845 045 45 45 (or 999 if an emergency)
Non-emergency police	101
Government helpline for extremism concerns	020 7340 7264

www.hampshiresafeguardingchildrenboard.org.uk

Local Authority Designated Officer (LADO) 01962 876364

Staff must not make comments, either publicly or in private, about a parent's supposed or actual behaviour. Staff must raise any concerns initially with the Lead Safeguarding Officer. They will then discuss the matter with the Principal as appropriate and decide what action is required.

Staff responsibilities do not include investigating the suspected abuse. However, the staff will keep accurate records of their observations, signed and dated, and of anything said to them by the child or others in connection with the suspected abuse. This information will be kept in a secure cabinet in the Managers office.

It is always important to listen to children and strict confidentiality will be observed at all times. It is the policy of the nursery to provide a secure and safe environment for all children. It is written that all staff need to complete basic child protection training in Busikids development files; this is mostly covered in training for an NVQ. However, external trainers who recognise the EYFS in their training will be used when training expires. Level 3 training expires after 3 years and level 4 training expires after 2 years. also to be trained. All students, volunteers and agency staff have the safeguarding policy explained to them during induction and are given a copy of the safeguarding and welfare of children, and whistle blowing policy.

Staff who do not have an up to date enhanced DBS check will not be allowed unsupervised access to a child and will not be allowed to change nappies (whether supervised or not) until an enhanced DBS returns clear. They will not be allowed access the child's records, personal or development, and will not be allowed to take children's photographs until these checks are returned clear.

Types of Abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them, or by failing to act to prevent harm. Children may be abused within a family, institution, or community setting by those known to them or a stranger. This can be an adult or adults, another child or children.

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any one of them to a marked degree.

Indicators of child abuse

- Failure to thrive and meet developmental milestones

Fearful or withdrawn tendencies

Continued...

Safeguarding and Welfare of Children continued

- Aggressive behaviour
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illness or injuries
- Significant changes to behaviour patterns.

Recording suspicions of abuse and disclosures

Staff will make an objective record (supported by the manager or designated safeguarding co-ordinator (DSCO)) of any observation or disclosure and include:

- child's name
- child's address
- age of the child and date of birth
- date and time of the observation or the disclosure
- exact words spoken by the child/injuries
- exact position and type of injuries or marks seen
- exact observation of an incident including any other witnesses
- name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time.
- any discussion held with parent/carer (where deemed appropriate)

These records are signed and dated by the person reporting this and the Lead Safeguarding Officer/staff member completing the report /Person In Charge/ and kept in a separate confidential file if required, otherwise they are kept in the children's file. These folders are kept in a locked cabinet in the main office.

If a child starts to talk to an adult about potential abuse it is important **not** to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure it is vital details are logged down accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be referred with the Hantsdirect/Children's reception team/LSCB and Ofsted, and/or Early Help needs to be requested via Children's social care professional's line. Staff involved may be asked to supply details of any information they have concerns with regard to a child. Busikids expects all members of staff to co-operate with the LSCB and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either privately or publicly about a parent's or staff's supposed or actual behaviour.

The nursery expects all members of staff to co-operate with Children's Social Care/LSCB and Ofsted in any way necessary to ensure the safety of the children.

Physical abuse

Action will be taken under this heading if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning; where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries – these will be logged and discussed with the room leader and manager.

Continued.....

Safeguarding and Welfare of Children continued

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should **always** be logged and discussed with the nursery manager.

Female Genital Mutilation

This type of physical abuse is practised as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities in England including its effect on the child and any other siblings involved. For those nurseries caring for older children, or children who have older siblings, this may be an area of abuse which arises. Symptoms may include bleeding, painful areas, and acute urinary retention, urinary infection, wound infection, septicaemia, and incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as physiological concerns. If you have concerns about a child in this area, you should contact children's social care professionals' line in the same way as other types of physical abuse.

Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include the carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill or to obtain unnecessary treatment or specialist support.

Procedure:-

- all signs of marks/injuries to a child, when they come into nursery, or occur during time at nursery, will be recorded as soon as noticed by a staff member
- the incident will be discussed with the parent/carer at the earliest opportunity, where appropriate
- such discussions will be recorded and the parent/carer will have access to such records
- if there appear to be any queries regarding the injury, the Local Safeguarding Children's Board/Childrens social care professional's line will be notified.

Sexual abuse

Action will be taken under this heading if the staff team have witnessed occasions where a child indicated sexual activity through words, play, drawing, had an excessive pre-occupation with sexual matters, or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activities on toys/dolls, or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed e.g. for nappy changes.

The physical symptoms may include genital trauma, discharge, and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all signs and symptoms should be looked at together and assessed as a whole.

If a child starts to talk openly to an adult about abuse they may be experiencing; the procedure stated in this document under 'recording abuse suspicions' will be followed.

Procedure:

- the adult should reassure the child and listen without interrupting if the child wishes to talk
- the observed instances will be detailed in a confidential report
- the observed instances will be reported to the nursery manager
- the matter will be referred to the Local Safeguarding Children's Board and Ofsted informed.
- A sensitive and confidential discussion will be held with the parents/carers of any other children party to inappropriate play if necessary

Continued.....

Safeguarding and Welfare of Children continued

Emotional abuse

Action will be taken under this heading if the staff team have reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

Procedure:

- the concern will be discussed with the lead safeguarding practitioner or person in charge in their absence
- the concern will be discussed with the parent/carer
- such discussions will be recorded and the parent/carer will have access to such records
- if there appear to be any queries regarding the circumstances, the matter will be referred to the Childrens social care professionals' line.

Neglect

Action will be taken under this heading if the staff team have reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold and starvation and failure to seek medical treatment when required on behalf of the child) which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth and hurt them), arriving at nursery in the same nappy they went home in or a child having an illness that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

Procedure:-

- the concern will be discussed with the parent/carer
- such discussions will be recorded and the parent/carer will have access to such records
- if there appear to be any queries regarding the circumstances the Childrens social care professionals line_will be notified.

Staffing and volunteering

It is the policy of Busikids to provide a secure and safe environment for all children. Busikids will therefore not allow an adult to be left alone with a child who has not received their enhanced clearance from the Disclosure and Barring Service (DBS).

Continued...

Safeguarding and Welfare of Children continued

All staff will attend external and in-house safeguarding training, and receive initial information and this policy during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers, recording and reporting concerns and creating a safe environment for the children in the nursery. During induction staff will be given contact details for the LADO (local authority designated officer), the Local Safeguarding Children's Board, Children's social care professional's line, and Ofsted to enable them to report any safeguarding concerns, independently if they feel they need to do so. All staff have access to the Department of Health guide '*What To Do If You're Worried A Child Is Being Abused*'.

We have a named person within the nursery that co-ordinates safeguarding and welfare issues, known as the Lead Safeguarding Practitioner. This person liaises with the local authority children's social care team and LSCB, undertakes specific training, including an advanced child protection course, in depth knowledge as an Early Years Professional, attends regular safeguarding briefings and receives regular updates to developments within this field. This person will provide support, advice and guidance to other staff on an ongoing basis and specifically on safeguarding.

The Lead Safeguarding Practitioner at the Busikids is: Charlotte Angel – **Nursery Manager**

The deputy person regarding safeguarding at the nursery is: **Vicky Wakeling– Deputy Manager**
(This person has attended level 4 Safeguarding training with recognised early year's trainers)

- we provide adequate and appropriate staffing resources to meet the needs of children
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applicants are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We request DBS checks after a year if there is current enhanced CRB/DBS check clearance. Once we have carried out a DBS check, we use the DBS update service to re-check staff's criminal history and suitability to work with children.
- We give staff members/volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication, or about changes in their home life such as whether anyone they live with in a household has committed an offence or been involved in an incident that means they are disqualified from working with children
- This information is also stated in all staff contracts
- We use the DBS update service to re-check staff's criminal history and suitability to work with children annually. If their DBS is not registered/up to date, it is the member of staff's responsibility to pay for and acquire a new DBS.
- It is made clear to staff that it is their responsibility to inform the manager immediately of any changes in personal circumstances which may affect the safeguarding and well-being of the children at Busikids.
- We abide by the requirements of the EYFS and Ofsted guidance in respect to obtaining references and suitability checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children.
- We ensure we receive at least two references BEFORE a new member of staff commences employment with us.
- All students will have enhanced CRB/DBS checks conducted by their college which we then see.
- Volunteers, including students, do not work unsupervised.
- We abide by the Safeguarding Vulnerable Groups Act (2006) and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children.

Continued...

Safeguarding and Welfare of Children continued

- All visitors / contractors are accompanied whilst on the premises, when in the areas the children are. Where possible contractors / external workers will be CRB/DBS checked and the manager will request this before allowing them access to the nursery.
- All staff have access to and comply with a whistle blowing policy, which will enable them to share any concerns that may arise about their colleagues in an appropriate manner.
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support.
- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, they will remain within sight of an adult.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the LSCB/children's services/police does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the LSCB (Local Safeguarding Children's Board).

Support to families

- the nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the nursery
- the nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgemental manner whilst any external investigations are carried out in the best interests of the child.
- confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the LSCB with the proviso that the care and safety of the child is paramount; we will do all in our power to support and work with the child's family.

Employees or volunteers of the nursery

If an allegation is made against a member of staff, student or volunteer, or any other person working on nursery premises regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the senior manager/lead safeguarding practitioner on duty. If this person is the subject of the allegation, then this should be reported to the owner/deputy manager instead. This may result in the nursery disciplinary procedure being followed.

The person responsible for Human Resources is: Louise McGarry – **Nursery Principal**

The LADO, Ofsted and local authority will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

Safeguarding and Welfare of Children continued

- The LADO will be informed immediately for advice and guidance
- A full investigation will be carried out by the appropriate professionals to determine how this will be handled
- The nursery will follow all instructions from the LADO, Ofsted, LSCB and ask all staff members to do the same, co-operating where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The nursery reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being re-installed
- Founded allegation will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. Ofsted will be notified immediately of this decision. Busikids will also notify the DBS to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 10 years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary re-investigation
- Busikids retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and parents

Busikids has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the manager/owner/person in charge at the earliest opportunity.

Extremism – the Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

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.

e-Safety

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

Within the nursery we do this by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and updating them regularly
- Using approved devices to record/photograph in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk)
- Ensuring content blockers and filters are on our computers, laptops and any mobile devices
- Ensuring children are supervised using internet devices
- Using tracking software to monitor suitability of internet usage (for older children)
- Integrating e-safety into nursery daily practice by discussing computer usage 'rules' deciding together what is safe and what is not safe to do online

Continued...

Safeguarding and Welfare of Children continued

- Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'
- When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them
- We encourage staff and families to complete a free online e-safety briefing which can be found at <http://moodle.ndna.org.uk>

Intimate Care

Statement of policy

Busikids aims to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to ensure children's basic needs are met. This may include nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support. In order to maintain the child's privacy, the majority of these actions will take place on a one-to-one basis and wherever possible will be supported by the child's key worker, with the exception of the first aid treatment that will be conducted by a qualified first aider.

Aims and objectives

We wish to ensure the safety and welfare of the children involved in intimate care routines and safeguard against any potential harm as well as ensuring the staff member involved is fully supported to be able to perform their duties safely and confidently.

Arrangements to meet the aims and objectives

Through the following actions we will endeavour to support all parties by:

- Promoting consistent and caring relationships through the key person system in the nursery and ensure all parents understand how this works.
- Ensure all staff undertaking intimate care routines have suitable enhanced CRB/DBS checks.
- Train all staff in the appropriate methods for intimate care routines and access specialist training where required, i.e. first aid training, specialist medical support.
- Conduct thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines.
- Follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training.
- Working closely with parents on all aspects of the child's care and education as laid out in the parent and carer's policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.
- Ensure all staff have an up-to-date understanding of safeguarding/child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns in the most appropriate and speedy manner.
- The setting operates a whistle blowing policy as a means for staff to raise concerns relating to their peers. The management will support this by ensuring staff feel confident in raising worries as they arise in order to safeguard the children in the nursery.
- The management team regularly conducts working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. Feedback from room observations is given at staff meetings and room supervisor meetings.
- Staff will be trained in behaviour management techniques which will include using restraint techniques where required, e.g. if a child is likely to hurt themselves or others. Please refer to the behaviour management policy within this book for further information.

Intimate Care continued

- The nursery conducts regular risk assessments on all aspects of nursery operations and this area is no exception. The nursery assesses all risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see Louise McGarry, Charlotte Angel or Vicky Wakeling at the earliest opportunity.

Whistle blowing

At Busikids we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their person in charge/lead safeguarding officer at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Legal framework

The Statutory Framework for the Early Years Foundation Stage (EYFS) 2014: sections 3.4-3.18 and 3.22.

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

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

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or
- Concealment of any of the above
- Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security

Is being, has been, or is likely to be, committed.

Disclosures made after 25 June 2013 must be made in the public interest. This is essential when assessing a disclosure made by an individual.

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

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

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

Disclosure of information

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

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

Continued.....

Whistle blowing continued

Disclosure procedure

- If this information relates to child protection/safeguarding then the nursery safeguarding children policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred, you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to Louise McGarry or Vicky Wakeling.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the lead safeguarding officer, Charlotte Angel
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistle blowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team, the Local Safeguarding Children Board (LSCB) and Ofsted so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.
- If talking to the nominated person will be awkward, then it is possible to contact Ofsted's Whistle blowing Hotline – 0300 123 3155 (8am-6pm), or in writing to

WBHL
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email: whistleblowing@ofsted.gov.uk

Or to report a concern, please contact:

LADO (Mark Blackwell)
The Safeguarding Unit
Children's Services Department
Clarendon House
Monarch Way
Winchester
SO22 5PW

Tel. 01962 876364

email: child.protection@hants.qcsx.gov.uk

Should the member of staff need re-assurance or have any doubt, then they should seek independent advice from a union or the independent whistle blowing charity Public Concern at Work on 020 7404 6609, or by email at helpline@pcaw.co.uk.

Whistle blowing is not to be used for grievances and complaints. There are separate procedures for these (please see complaints procedure or Disciplinary and grievance procedure). Continued.....

Whistle blowing continued

Ofsted will endeavour to treat concerns confidentially unless legal constraints or obligations make this impossible. Ofsted will pass any information relating to a child at risk/safeguarding concern to the local authority.

For further information regarding whistle blowing, what to expect if you decide to contact the LADO please refer to the operational plan and what action is taken, please refer to the Ofsted website regarding whistle blowing.

Cameras and mobile phones and recording device use in the Nursery

The legal framework for this policy is based on:

The Statutory Framework for the Early Years Foundation Stage (EYFS) 2014: sections 2.1 and 3.4

This policy refers to all information storage devices including cameras, mobile telephones and any recording devices including smartphones and smartwatches.

At Busikids, we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs/recordings taken of the children at nursery are only done with prior written permission from each child's parent or carer. This is gained when each child is registered and is updated on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including: use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure and local press; and for security. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey.

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

Staff are not permitted to take any photographs or recordings of a child on their own information storage devices e.g. cameras, mobiles or smartwatches and may only use those provided by the nursery.

Staff or children are not permitted to take photographs or recordings of any child at Busikids on their own devices and only use those provided by the nursery.

The nursery manager/principal will monitor all photographs to ensure that the parent's wishes are adhered to.

All staff will be provided with a list of children whose parent's do not wish photographs to be used either externally or internally.

Parents are not permitted to use any recording device or camera on the nursery premises without the prior consent of the manager.

Photographs are transferred to a USB pen and deleted from the memory disc. Then, the nursery principal takes them to a reputable developer - who stores all photos in a locked cabinet - to be developed. As soon as photographs are developed, they are deleted.

During special events, e.g. Christmas or leaving parties, staff may produce group photos to distribute to parents on request. In this case we will gain permission prior to the event. This will ensure photos are taken in line with parental choice. We ask that photos of such events are not posted on any social media websites/areas without permission from parents of all the children included in the picture.

This policy is to be regarded alongside the safeguarding policy, mobile phone/smart watch policy, and the confidentiality policy.

Mobile Phone and Smart Watches

General statement of policy

At Busikids, we believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. To ensure the safety and well-being of children, we do not allow the use of mobile phones and smart watches during working hours. We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings.

We require our staff to be responsible and professional in their use of mobile phones and smart watches. We ask parents and visitors to also respect and adhere to our policy.

Arrangements

Staff must adhere to the following:

- Mobile phones/smart watches can only be used on a designated break and then this must be away from the children, in the staff room or off the premises
- Mobile phones should be stored safely in staff lockers at all times during the hours of your working day.
- During outings, staff will use mobile phones belonging to the nursery wherever possible. No photographs should be taken of the children on any phones or any other information storage device, either personal or nursery-owned.
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Parents' and visitors' use of mobile phones and social networking

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

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to use their mobile phone, smart watch or any other information storage device when in the nursery. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

Parents/visitors are invited to share any concerns regarding inappropriate use of mobile phones/smart watches through the official procedures (please refer to the partnership with parents policy, complaints procedures and grievance policy)'.

This policy is written in conjunction with the safeguarding policy, social networking policy and the confidentiality policy.

Facebook and Social Networking Policy

There are too many sites to mention them all by name. This policy covers them all.

It is important when using social networking sites such as Facebook, Instagram or Twitter that staff maintain confidentiality and ensure proper practice at all times. This is to protect the children, parents & families of the setting along with the staff. It is also to guard the nursery reputation and the staff's own personal reputation.

Staff guidelines when using social media sites include but are not limited to:-

- Staff must not mention any of the children from the nursery on their online profiles
- Staff must not publish photos of the children or their families on their online profiles
- Staff must not write direct or indirect suggestive comments about work on their online profiles
- Staff must not write anything about other staff members on their online profiles
- Staff must not publish photos of other staff while in the nursery on their online profiles
- Staff must not post anything on to social networking sites that could offend any other member of staff or parent using the nursery
- Staff must not use mobile phones to take photos in the nursery or to access social networking sites during their working hours(see mobile phone policy)
- Staff must not mention any of the companies that Busikids Day Nursery works with on their online profile
- In order to maintain professional boundaries staff should not accept personal invitations to be friends from parents or other family members of the nursery unless they previously knew them in a personal capacity
- If staff choose to allow parents and previous parents to view their page on social networking sites this relationship must remain professional and private at all times
- Staff members are advised to set their online profiles to private so that only friends or close friends are able to see their information.
- Personal profiles should not contain any images or videos or comments which may be perceived as inappropriate behaviour for a childcare professional
- Staff will not have the nursery name anywhere in their personal profile.
- Staff must not name specific individuals in a negative way
- Are abusive or contain inappropriate language or statements
- Staff must not use defamatory, abusive or generally negative terms about any individual
- Staff must show proper consideration for others privacy
- Staff are responsible for adhering to the terms of service of each site they use
- Staff must not breach copyright or fair use laws
- Staff must not post anything on to social networking sites such as Facebook that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way
- Any breaches of the Facebook & social networking policy could result in disciplinary action.

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

If you would like to report an inappropriate comment then please send an email charlotte.angel@busikids.com

Other policies that relate to this are

- Photographic policy
- Safeguarding policy
- Confidentiality policy

Inclusion and Equality

Statement of intent

Busikids takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they be an adult or child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion/belief, colour, creed, marriage or civil partnership, gender reassignment, pregnancy or maternity, disability, sexual orientation, ethnic or national origin, or political belief, has no place within this nursery. Discrimination by association or perception also has no place within this nursery.

A commitment to implementing our equal opportunities policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the nursery manager/ owner at the earliest opportunity.

The legal framework for this policy is based on the Equality Act 2010 which includes:

- Children Act 2004
- Care standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001
- Equality Act 2010
- Children and Families Act 2014
- Special Educational Needs and Disabilities Code of Practice 2015

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, gender, marital status, race, religion/belief, colour, cultural or national origin, or sexuality, which cannot be justified as being necessary for the safe and effective performance of their work or training.
- Providing a childcare place, wherever possible, for children who are designated disabled or disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care.
- Striving to promote equal access to services and projects by taking practical steps, (where possible) such as ensuring access to people with additional needs and by producing materials in relevant languages and media.
- Providing a secure environment in which all our children can flourish and all contributions are valued.
- Including and valuing the contribution of all families to our understanding of equality and diversity.
- Providing positive non-stereotypical information.
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity.
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory.

Continued

Inclusion and Equality continued

- Making inclusion a thread which runs throughout the entirety of the nursery, e.g. by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour's

Admissions

The nursery is accessible to all children and families in the local community and further a field through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Recruitment

All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms will not include questions that potentially discriminate against the grounds specified in the statement of intent.

Advertisements will avoid stereotyping or using wording that may discourage particular groups from applying.

At interview no questions will be posed which potentially discriminate against the grounds specified in the statement of intent. At interview, all candidates will be asked the same questions, and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Although you should no longer ask any health related questions prior to offering someone work in accordance with the Equality Act 2010, the national College for Teaching and Leadership provides further guidance specific to working with children:

Providers have a responsibility to ensure that practitioners have the health and physical capacity to teach and will not put children and young people at risk of harm. The activities that a practitioner must be able to perform are set out in the Education (Health Standards England) Regulations 2003. Providers are responsible for ensuring that only practitioners who have the capacity to teach remain on the staff team.

People with disabilities or chronic illnesses may have the capacity to teach, just as those without disabilities or medical conditions may be unsuitable to teach. Further information on training to teach with a disability is available from the DfE website.

Successful applicants offered a position may be asked to complete a fitness questionnaire prior to commencing the programme. Providers should not ask all-encompassing health questions but should ensure that they only ask targeted and relevant health-related questions, which are necessary to ensure that a person is able to teach.

Staff

It is the policy of Busikids not to discriminate, whether directly or indirectly in the treatment of others. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds as specified in this policy. All staff are expected to participate in equality and inclusion training.

Continued

Inclusion and Equality continued

Staff should follow the dealing with discriminatory behaviour procedure, as set out below, where applicable to report any discriminatory behaviours observed.

Training

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on a regular basis through external courses and in-house training.

The nursery has a named equal opportunities person – Vicky Wakeling.

Early Learning framework

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- Making children feel valued and good about themselves.
- Ensuring that children have equality of access to learning and opportunities.
- Reflecting the widest possible range of communities in the choice of resources.
- Avoiding stereotypes or derogatory images in the selection of materials.
- Celebrating a wide range of religions, beliefs and festivals.
- Creating an environment of mutual respect and tolerance.
- Helping children to understand that discriminatory behaviour and remarks are unacceptable.
- Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and or disabilities and children from disadvantaged backgrounds.
- Ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.

Food

- we will work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met
- we will help children to learn about a range of food, cultural approaches to meal times and eating, and to respect the differences among them.

Information and meetings

Information about the nursery, its activities and their children's development will be given in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents can access the information they need.

Wherever possible, meetings will be arranged to give all families options to attend and contribute their ideas about the running of the nursery.

Audit

- The SENCO will carry out an audit at least twice a year to evaluate the provision of the nursery with regard to equipment and planning implementation, the results of which are kept in a file in the Managers office.

Dealing with discriminatory behaviour procedure

We do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents have a right to know if discrimination occurs and what actions the nursery will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents and the registering authority.

Definition and legal framework

Types of discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision, criterion or practice is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'
- **Victimisation** occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.

Incidents may involve a small or large number of persons, they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults (depending on the nature of what is written)
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people because the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions

Continued

Dealing with discriminatory behaviour continued

- Patronising words or actions.

Our procedures

We tackle discrimination by:

- Expecting all staff in the nursery to be aware of and alert to any discriminatory behaviour or bullying taking place
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents and other staff members
- Expecting all staff to treat any allegation seriously and report it to the nursery manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the nursery
- Informing, the parents of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation
- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees where any substantiated allegation after investigation will incur our disciplinary procedures (please see the policy on disciplinary procedures).

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

If the behaviour shown by an individual is deemed to be radicalised, we will follow our procedure as detailed in our Safeguarding Policy in order to safeguard children and families concerned.

Nursery staff

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in nursery.

We aim to create an atmosphere where the victims of any form of discrimination have confidence to report such behaviour, and that subsequently they feel positively supported by the staff and management of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory; or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

Special Educational Needs / Disability Policy

Statement

Busikids is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs.

The nursery believes that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

In accordance with our admissions policy, we are committed to providing a childcare place, wherever possible, for children who may have special educational needs (SEN) and/or disabilities according to their individual circumstances, and the nursery's ability to make any reasonable adjustments in order to provide the necessary standard of care. All children will be given a full settling in period when joining the nursery according to their individual needs.

At all times we will work alongside each child's parents and any relevant professionals to share information, identify needs and help the child and their family access the support they need. Where we believe a child may have learning difficulties and/or a disability that has not previously been acknowledged, we will work closely with the child's parents and any relevant professionals to establish the child's needs and to secure any action that may be required. We recognise that children with disabilities may not have SEN but may need the nursery to make reasonable adjustments to enable them to make full use of the nursery's facilities.

Where we have emerging concerns about a child and/or where a child has identified additional needs or a disability, we will find out as much as possible about the needs of the child and any support the child or family may need to ensure the child makes the best progress in their learning and development. We do this by:

- liaising with the child's parents
- observing each child's development and monitoring such observations regularly
- liaising with any other relevant professionals engaged with the child and their family
- seeking any specialist help or support
- researching relevant publications/sources of help
- reading any reports that have been prepared
- attending any assessment or review meetings with the local authority/professionals.

Legal framework and definitions

The relevant legislation underpinning this policy includes:

- [Special Educational Needs and disability Code of Practice: 0 to 25 years](#)
- [The Children and Families Act 2014, Part 3](#)
- [The Equality Act 2010](#)
- [Special Educational Needs and Disability Regulations 2014](#)
- [Statutory Framework for the Early Years Foundation Stage 2014](#) (specifically sections 1.6, 2.3, 210, 3.67)
- [Working Together to Safeguard Children 2013](#)

We use the definitions set out in the law to describe SEN and disabilities.

- A child has SEN if they have a **learning difficulty or disability** which calls for **special educational provision** to be made for them.

Continued...

Special Educational Needs / Disability Policy continued

- A **learning difficulty or disability** means that a child of compulsory school age has a significantly greater difficulty in learning than the majority of other children of the same age; and/or has a disability which prevents or hinders them from making use of the sort of facilities generally provided for others of the same age.
- For children aged two or more, **special educational provision** is educational provision that is additional to or different from that made generally for other children of the same age. For a child under two years of age, special educational provision means educational provision of any kind.
- A child under compulsory school age has SEN if he or she is likely to have a learning difficulty or disability when they reach compulsory school age or would do so if special educational provision was not made for them.
- A **disability** is defined in the [Equality Act 2010](#) as 'a physical or mental impairment which has a long-term and substantial adverse effect on their ability to carry out normal day-to-day activities'. 'Long-term' is defined as 'a year or more' and 'substantial' is defined as 'more than minor or trivial'. This definition includes sensory impairments such as those affecting sight or hearing, and long-term health conditions such as asthma, diabetes, epilepsy, and cancer. Children with such conditions do not necessarily have SEN, but there is a significant overlap between disabled children and those with SEN. Where a disabled child requires special educational provision they are also be covered by the SEN definition.

Aims

The nursery has regard to the statutory guidance set out in the Special Educational Needs and Disability Code of Practice: 0 to 25 years (2014). We have clear arrangements in place to support children with SEN and disabilities. We aim to:

- Recognise each child's individual needs through gathering information from parents and others involved with the child on admission and through our procedures for observation and assessment
- Ensure all staff understand their responsibilities to children with SEN and disabilities and have regard to the guidance given in the Special Educational Needs and Disability Code of Practice 2014
- Plan, provide or help parents to obtain any additional help or support for any needs not being met by the universal service provided by the nursery
- Include all children and their families in our provision, making reasonable adjustments where needed
- Provide well-informed and suitably trained practitioners to help support parents and children with special educational needs and/or disabilities
- Identify any emerging concerns that might suggest a child has special educational needs and/or disabilities at the earliest opportunity and plan for those needs through a range of strategies
- Share any information received and assessments made by the nursery with parents and support parents in seeking any help they or the child may need
- Seek any additional help needed including requesting an Education, Health and Care (EHC) Needs Assessment where the nursery's own actions are not helping the child to make progress
- Work in partnership with parents and other agencies in order to meet the individual children's needs, including health services and the local authority, and seek advice, support and training where required
- Monitor and review our practice and provision and, if necessary, make adjustments and seek specialist equipment and services if needed

Continued...

Special Educational Needs / Disability Policy continued

- Ensure that all children are treated as individuals/equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Ensure that gifted and talented children who learn more quickly are also supported
- Encourage children to value and respect others
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

Methods

- Develop and maintain a core team of staff who are experienced in the care of children with additional needs. Staff will be provided with specific training to help them make any special educational provision needed and meet the requirements of the Special Educational Needs and Disability Code of Practice 2014
- designate a member of staff to be Special Educational Needs Co-ordinator (SENCO)
- provide a statement showing how we provide for children with learning difficulties and/or disabilities and share this with staff, parents and other professionals
- ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the nursery
- ensure that our inclusive admissions practice includes equality of access and opportunity
- ensure that our physical environment is, as far as possible, suitable for children and adults with disabilities
- work closely with parents of children with learning difficulties and/or disabilities to create and maintain a positive partnership which supports their child(ren)
- ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education
- provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next care setting and meet with them to discuss the child's needs to ensure continuity of care and information exchange
- use the graduated response system for identifying, assessing and responding to children's special educational needs
- provide a broad and balanced curriculum for all children with learning difficulties and/or disabilities
- provide differentiated activities to meet all individual needs and abilities
- use a system of planning, implementing, monitoring, evaluating and reviewing individual educational plans (IEPs) for children with learning difficulties and/or disabilities
- seek any further advice or support needed including multi-agency approaches, Early Support and requesting an Education, Health & Care (EHC) Needs Assessment where the nursery's own actions are not helping the child to make progress
- review IEPs regularly each term and hold review meetings with parents at this time
- ensure that children with learning difficulties and/or disabilities are consulted at all stages of the graduated response, taking into account their levels of ability
- use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- provide resources (human and financial) to implement our SEN/disability policy
- ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff

Continued...

Special Educational Needs / Disability Policy continued

- arrange training for practitioners
- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents in a format that meets their needs, e.g. Braille, audio, large print, additional languages
- Monitor and review our policy annually

The role of the Special Education Needs Co-ordinator (SENCO)

The role of the SENCO is to provide a lead for staff in relation to SEN and disabilities and to make sure procedures are followed, appropriate records kept and parents are involved. The child's practitioner (key person) will normally remain responsible for working with the child on a daily basis and for planning and delivering an individualised programme. The particular responsibilities of our SENCO are:

- ensuring all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN
- advising and supporting colleagues
- ensuring there are systems in place to plan, implement, monitor, review and evaluate the SEN policy and all other procedures, e.g. current IEPs
- ensuring parents are closely involved throughout and that their insights inform action taken by the setting
- liaising with professionals or agencies beyond the setting.

Our nursery SENCO is Vicky Wakeling.

Graduated approach

In line with requirements of the Special Educational Needs and Disability Code of Practice, we take a graduated approach to working with children with emerging concerns and their families. This approach includes:

- An analysis of the child's needs including whether we should seek more specialist help from health, social services or other agencies
- An agreement about the interventions and support needed and the expected impact on progress and a date for review
- Implementation of the interventions or programmes agreed, including assessing the child's response to the action taken
- A review of the effectiveness of the support and its impact on the child's progress by the key person, SENCO, the child's parent(s) and the views of the child, including any agreed changes to outcomes and support
- Revisiting this cycle of action in increasing detail and frequency including seeking further specialist help to secure good progress until the SENCO, key person, the child's parent(s) and any other professionals involved agree intervention is no longer needed or decide to request an education, health and care needs assessment (see below).

Education, Health and Care (EHC) Needs Assessment and Plan

If the help given through the nursery's graduated approach is not sufficient to enable the child to make satisfactory progress, we may request, in consultation with the parents and any external agencies already involved, an assessment of the child's needs by the local authority. This is called an Education, Health and Care (EHC) assessment. The assessment will decide whether a child needs an EHC assessment plan. This plan sets out in detail the education, health and social care support that is to be provided to a child who has SEN or a disability. The local authority will consult with parents and let them know the outcome of the assessment.

Continued...

Special Educational Needs / Disability Policy continued

Early help assessment

If we believe a child and their family would benefit from support from more than one agency, for example where a child may have difficulties linked to poor housing or difficult domestic circumstances, we may request or carry out an inter-agency assessment to get early help for the family. This early help assessment aims to ensure that early help services are co-ordinated and not delivered in a disjointed way.

In our nursery we use the Early Help Hub, Tel. 023 80624728.

For an early help assessment to be effective:

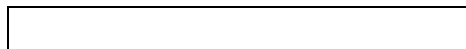
- the assessment should be undertaken with the agreement of the child and their parents or carers. It should involve the child and family as well as all the professionals who are working with them;
- a teacher, GP, health visitor, early years' worker or other professional should be able to discuss concerns they may have about a child and family with a social worker in the local authority. Local authority children's social care should set out the process for how this will happen; and
- if parents and/or the child do not consent to an early help assessment, then the lead professional should make a judgement as to whether, without help, the needs of the child will escalate. If so, a referral into local authority children's social care may be necessary.

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

Working together to safeguard children 2015

Early Support

Where children have disabilities we may seek additional help and resources through the Early Support Programme which co-ordinates health, education and social care support for the parents and carers of disabled children from birth to adulthood. There is more information on the Council for Disabled Children website: <http://councilfordisabledchildren.org.uk/earllysupport>



Looked After Children

We are committed to providing a welcoming and inclusive quality environment for all children and families.

Definition and legal framework

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

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

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

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

Our policy

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

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

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

The designated person for 'looked after children' is Vicky Wakeling.

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

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

Continued

Looked After Children continued

Where necessary we will develop a care plan with carers and professionals. This will include:

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

In addition, the care plan may also consider:

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

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

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

Health and Safety

General statement of policy

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and a safe environment for the children to be cared for and educated in. We provide such information, training and supervision as they need for this purpose. We work to develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out within this policy and sufficient resources will be made available to honour our commitment.

The policy will be kept up to date, particularly as the business changes in nature and size, and will be revised regularly, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises. To achieve this we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery.
- Establish and maintain safe working procedures amongst staff and children.
- Make arrangements for ensuring the safety and the absence of risks to health in connection with the use, handling, storage and transport of objects (i.e. Hoover) and substances.
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery, to avoid hazards and contribute positively to their own health and safety, and to ensure that staff has access to regular health and safety training as and when provided.
- Maintain a healthy and safe nursery and safe entry and exit from it.
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery.
- Follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation.
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth including undertaking appropriate risk assessments.

We believe the risks in the nursery environment to be low but to maintain the maximum protection for children, staff and parents/carers we consider it necessary to:

- Ensure the entrances and exits from the building, including fire exits remain clear at all times.
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action.
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out.
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and especially children.

Continued

Health and Safety continued

- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and that they wear protective gloves and clothes where appropriate.
- Prohibit smoking on the nursery premises.
- Report certain injuries, diseases and dangerous occurrences to the enforcing authority.
- Prohibit any contractor working on the premises without prior discussion with the person in charge to negate any risks to the staff or children.
- No inappropriate jewellery to be worn.
- Dress code is smart and practical with sensible shoes.
- No running inside the premises.
- All electrical sockets should be risk assessed and appropriate measures taken to reduce risks where necessary, and there should be no trailing wires.
- All cleaning materials/toilet cleaner to be placed out of the reach of children and in original containers.
- Prohibit certain foods, e.g. peanuts are not allowed in the nursery.
- Telephone calls must be received before 8am if a member of staff is not well enough to attend work.
- All staff should familiarise themselves with the position of the First Aid boxes and know who the appointed First Aiders are.
- Children must be supervised at all times.
- No student/volunteer/visitor should be left unsupervised at any time.

Responsibility for Health and Safety in the nursery is that of Charlotte Angel, Nursery Manager

All employees have the responsibility to cooperate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem, which they are not able to put right, they must immediately report to the appropriate person named above.

Daily contact and regular staff meetings provide consultation between management and employees.

Health and safety arrangements:

- All staff are responsible for the general health and safety in the nursery.
- risk assessments are to be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment
- All outings away from the nursery (however short) will have to include a prior risk assessment – more details are included in our outings policy.
- All equipment and areas will be checked thoroughly by staff before children access the area. These checks are recorded in each room and initialled by the staff responsible.
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and basic care needs, e.g. easy to access toilet area and fresh drinking water.
- The nursery will adhere to COSHH guidelines to ensure all children, staff, parents and visitors are safe around any chemicals we may use on the premises.
All staff and students will receive appropriate training in all areas of health and safety to include risk assessments, manual handling and fire safety.
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident.

Health & Safety continued

- we have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery
- We have clear guidelines for the procedure of reporting to RIDDOR.
- We carry out daily risk assessments throughout the nursery.
- If animals are brought into the setting, parents/carers are informed and permission sought, and a full risk assessment is carried out.
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes. Staff and parents will receive these updates as with all policy changes as and when they happen.
- Staff and parents are able to contribute to any policy.
- All electrical equipment is PAT tested annually.
- The boiler is serviced regularly by a qualified engineer.

Sick Child / Exclusion

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 parents rather than at nursery with their peers. To these ends we will follow these procedures to ensure the welfare of all children within the nursery:-

- If a child is not themselves, staff will contact the office and management will determine whether a courtesy telephone call to the child's parents/carers will be made.
- If a child becomes ill during the nursery day, staff will contact the office and management will contact their parents / carers and ask to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area.
- Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, they should not return to nursery until they have been clear for at least 24 hours.
- It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea and chicken pox, to protect the other children in the nursery. Illnesses of this nature are very contagious and it is exceedingly unfair to expose other children to the risk of an infection.
- If a contagious infection is identified in the nursery, parents will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of this infection.
- The nursery has the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.

High Temperatures

If a child becomes ill at nursery their temperature will be taken.

If the temperature rises to 38 c the child will have clothes removed, temperature checked and parents may be notified. The temperature will be checked every 30 minutes, using the ear thermometer.

When monitoring temperatures, external conditions such as weather will be taken into consideration.

If the temperature continues to rise the child will be cooled with damp cloths and placed in front of a fan. The parents will be notified out of courtesy.

If the temperature reaches 39 c the parents will be instructed to take the child home immediately. If the parents are unable to collect the child straight away, then permission will be sought from the parents via email to administer infant paracetamol to manage the temperature until they can arrive.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Infection Control Nurse for their area, and Ofsted. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given.

continued...

Transporting children to hospital procedure

- If the sickness is severe, the person in charge must 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/carer 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.

Exclusion

Illness

Parents are asked to keep their children at home if they have any infection and or illness and to inform the nursery as to the nature of the infection so the nursery can alert other parents and make careful observations of any child who seems unwell.

Should a child become ill whilst at nursery then we would expect them to be collected from nursery and cared for at home. The child would be cared for appropriately, for example, made comfortable, offered drinks, temperature taken regularly, clothed appropriately until collected.

In extreme cases, or suspicion of contagious infection, the child will be cared for individually by the Manager/person in charge in a separate area, until collected.

Exclusion statement

Infection in a nursery can spread rapidly, not only among children but also staff.

The following procedures must be adhered to in order to minimise cross infection: -

Gastric upsets - Children **must** be excluded from the nursery for 24 hours after the last attack of diarrhoea or sickness

Conjunctivitis - Children must not return to the nursery before treatment is being received and the eye/s are clear from the majority of discharge.

Fever/Throat/Ear infections – Not to return until the fever has gone. Prescribed antibiotics may be given on return.

Head Lice - Any child who has head lice should receive treatment immediately at home, staff are able to issue advice on this.

Impetigo - Exclusion is necessary until all the scabs have cleared from the infected area.

Chicken Pox - Minimum period of exclusion is usually 7 days from onset of rash. All spots must be dry and scabbed over before children return.

Continued...

Sick Child / Exclusion continued

All infectious illness must be reported to the Nursery Manager who will advise on the exclusion period necessary, and inform other parents.

This particularly applies to **German measles**, as this can be extremely harmful to expectant mothers. If you would like more information on symptoms and incubation periods or any infectious illness, please speak to a member of staff.

The nursery has a list of infectious diseases on display in the office, and has an obligation under the Reporting of Injuries, Diseases and Dangerous Occurrences' Regulations (RIDDOR) 1995 to report these to the Incident Contact Centre on 0345 300 99 23 and keep a detailed account in the incident book.

Hygiene Policy and Practices

To prevent the spread of all infection, adults will ensure the following good practices are observed making sure there is a rigorous hand washing routine:-

- The children will be encouraged and supervised as necessary to wash and dry hands after going to the toilet.
- The children will be encouraged and supervised as necessary to wash and dry hands before handling food and at mealtimes.
- Following a meal the children will be given clean damp cloths to wipe their hands and faces, the cloths will then go to the laundry
- The children will be taught why it is important to wash their hands before touching food.
- The older children will be encouraged to be as independent as possible in the toilet area, supervision and help will be given as required on an individual basis.
- Children and adults will be encouraged to shield their mouths when coughing and to use the sanitizer or wash hands as necessary.
- Tissues are always available and children are to be encouraged to blow and wipe their noses as necessary, assistance to be given as required. Soiled tissues will be disposed of hygienically; bins will be placed in all areas.
- Hand sanitizer is available in all rooms for adults to use after nose wiping or other activities.
- Paper towels are available and disposed of appropriately when used
- Hygiene rules relating to bodily fluids will be followed with particular care, and all staff and volunteers will be aware of how infections are transmitted.
- All flannels, bedding, etc are washed at a high temperature after every use
- Carpets are cleaned a minimum of every three months

Medication Policy

At Busikids, we take the health and well-being of the children as being of paramount importance. If a child has been ill and prescribed medicine, and is feeling better even though the course of medicine has not finished, then we will happily ensure the medicine is given, in accordance with Ofsted's Giving Medication to Children in Registered Childcare guidance and Busikids policy.

Busikids Nursery will only administer medicines prescribed by a general practitioner or dentist or pharmacist or hospital consultant which have the printed label with the child's details and dose on, or have a P in a square box to indicate prescribed by a pharmacist e.g. eye drops. With the following exceptions:-

- Paracetamol or Ibuprofen suspensions to be given for pain relief of teething only, not for ongoing high temperatures or other illnesses.
- For the treatment of sudden high temperatures, where parents are unable to collect the child immediately (please see sick child policy/exclusion policy).

A medication consent form **must** be fully completed with the details of the medicine, name of child, name of parent, age of child, time and dose to be given and time last dose was administered, and signed, giving permission for the nursery to administer the medicine.

All medicine must be labelled with the child's name and dosage, any instructions and the expiry date.

Prescribed medicine can only be given to the person named on the bottle/container for the dosage stated.

The parent or guardian of any child requiring prescribed medication should allow a member of staff to have sight of the medication.

The staff member should note the details of the administration on the appropriate form and check the details with the parent.

The parent or guardian should give prior written permission for the administration of each and every medication; however we will accept written permission once for a whole course of medication.

The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter.

The parent or guardian should be asked when the child had last been given the medication before coming to nursery; this information should be recorded on the medication form. Similarly when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's or guardian's signature must be obtained at both times.

At the time of administering the medicine a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication).

Continued...

Medication Policy continued

If the child refuses to take the appropriate medication then a note should be made on the form, where medication is “essential” or may have side effects, discussion with the parent should take place as soon as possible to establish the appropriate response to this situation.

The medicine may only be administered by the senior management, the Principal, Manager, Deputy, or third in Charge and administration must be checked, witnessed and signed by another member of staff.

All medications will be stored appropriately and safely out of reach from children.

Parents will have the opportunity to discuss health issues with nursery staff and will have access to information available to the nursery.

It is our policy to operate exclusion for certain illnesses and conditions please see illness and exclusion policy.

As the administration of injections, pessaries and suppositories represents intrusive nursing, they should not be administered by any member of staff unless appropriate medical training is given to each member of staff caring for this child. (If this causes a problem in providing appropriate care of a child, please consult Ofsted).

Immunisation

We recognise, where possible, that children are vaccinated in accordance with their age. If children are not vaccinated, it is the responsibility of the parents to inform the nursery to ensure that children/staff/parents are not exposed to any unnecessary risks of any sort. The nursery manager will inform all staff, parents/carers and students should any outbreak occur.

If parents/carers are unsure about what immunisations their child has had then they can contact their GP or look in their child’s Personal Health Record book. The table overleaf provides a vaccination schedule for infants in the UK, however, this is only a guide and parents should refer any questions to their GP.

Information regarding immunisations should be recorded on children’s registration documents and updated as and when necessary.

Staff medication

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

Achieving Positive Behaviour

Busikids believes that children flourish best when their personal, social and emotional needs are met, and where there are clear developmentally appropriate expectations for their behaviour. Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example. The principles that underpin how we achieve positive and considerate behaviour exist within the programme for promoting personal, social and emotional development.

There are a range of factors that can affect a child's behaviour at any time and the practitioner's role is to provide interaction with caring adults who show them respect and value their individual personalities, helping children to understand and identify their own emotions. The first step in this process is developing secure attachments, which is why Busikids has a key person system.

Through everyday conflicts children will begin to learn about rules and boundaries, feelings and empathy, and begin to understand the consequences of their behaviour. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment in which children can develop self discipline and self esteem in an atmosphere of mutual respect and encouragement where children learn to respect themselves, other people and their surroundings.

In order to achieve this:-

- We will ensure that staff have a comprehensive induction and training programme and that they understand the importance of knowing and understanding each child and their individual needs.
- Rules governing behaviour and conduct of the children will be discussed at circle time with the children and the expected conduct of the staff is discussed in staff meetings and agreed within the nursery and explained to all newcomers, both children and adults.
- Adults in the nursery will ensure that the rules are applied consistently so children have the security of knowing what to expect and can build up habits of behaviour.
- Adults will provide a positive model for the children with regard to friendliness, care and courtesy.
- Adults within the nursery will focus on praising and endorsing desirable and positive behaviour, such as kindness and willingness to share.
- We will not give children adult attention only in return for undesirable behaviour such as snatching, hitting or biting.
- Adults in the nursery will ensure they are aware of, and respect, a range of cultural expectations regarding interactions between people.
- Adults will be aware that some kinds of behaviour are linked to development and it is the behaviour that is the issue not the child.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs.
- We expect all members of our setting – children, parents, staff, volunteers and students – to keep to the guidelines, requiring these to be applied constantly.

Continued

Achieving positive behaviour continued

We believe that children who respect themselves will respect others and their environment, and will behave in acceptable, appropriate ways' we will promote this by:-

- Encouraging positive behaviour with praise and rewards
- Maintaining close communication with parents, to ensure continuity in the expectations of the behaviour of a child.
- Providing a stimulating and developmentally appropriate environment and curriculum so that children are fully engaged and are therefore less likely to show unwanted behaviour.
- Providing enough popular toys and resources and having sufficient activities available so that the children are meaningfully occupied without the need for unnecessary conflict over sharing and waiting for turns.
- Supporting each child in developing self-esteem, confidence and feelings of confidence.
- Supporting each child in developing a sense of belonging in our group, so that they feel valued and welcome.
- Giving the children the language with which to express themselves.
- Providing equipment and materials through which children can play out strong feelings.
- Discussing issues of behaviour with older children as part of the curriculum.
- Using, when appropriate, strategies such as redirection and distraction.

When children behave in unacceptable ways:-

It will always be made clear to the child, or children, in question that it is the behaviour and not the child that is unwelcome, this will be in a calm, controlled manner and be handled in a developmentally appropriate fashion, respecting the child's level of understanding and maturity.

Adults will support the child in learning how to cope more appropriately.

Adults will not shout or raise their voices in a threatening way.

Physical punishment, such as smacking or shaking will neither be used nor threatened.

Techniques intended to single out and humiliate individual children, such as the "naughty chair," will not be used.

Children will never be sent out of rooms by themselves.

We work with parents to address any recurring inconsiderate behaviour, deciding jointly how to respond appropriately.

Continued...

Achieving positive behaviour continued

Children who display challenging behaviour will be given one to one adult support in seeing what was wrong and working towards a better pattern of behaviour - where appropriate this may be achieved by distraction, offering another similar toy, a period of sitting away from the activity with an adult, consistent with the child's age and stage of development

Persistent unacceptable behaviour will be addressed by the nursery in partnership with the child's parents, using objective observation and accurate incident records to establish an understanding of the cause. Where appropriate the advice of other professionals will be sought.

We use physical restraint, such as holding, only to prevent physical injury to children or adults, and/or serious damage to property. Please refer to the Physical Handling policy.

Parents/carers

On being notified of their child's behaviour parents may feel anger, distress, a refusal to believe, blame individuals or the setting, threaten to withdraw their child or refuse to work constructively with the setting. If this situation arises, practitioners will:-

- Remain calm, acknowledge and accept their feelings, give them time to talk/calm down/think about what you have said.
- Present clear facts, avoiding blame or negative statements.
- Reassure parents that a variety of behavioural challenges are a natural development process for young children.
- Offer to get together at a mutually convenient time in a private area to discuss the progress and any insights they may be able to offer.

Children under three years

- When children under three years old behave in inconsiderate ways we recognise that strategies for supporting them will need to be developmentally appropriate and differ from those for older children.
- We recognise that babies and very young children are unable to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this.
- Common inconsiderate or hurtful behaviours of young children include tantrums, biting or fighting.
- Staff are calm and patient, offering comfort to intense emotions, helping children to manage their feelings and talk about them to help resolve issues and promote understanding.
- If tantrums, biting or fighting are frequent, we try to find the underlying cause – such as change or upheaval at home or frequent changes of carers. Sometimes a child has not settled in well and the behaviour may be a result of separation anxiety.
- We focus on ensuring a child's attachment figure in the setting, their key person, is building a strong relationship to provide security for the child.

Rough and tumble play and fantasy aggression

Young children often engage in play that has aggressive themes – such as super hero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using the strategies mentioned above.

- We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive.

Continued...

Achieving positive behaviour continued

- We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
- We recognise that fantasy play also contains many violently dramatic actions, e.g. blowing up and shooting, and that themes often refer to 'goodies' and 'baddies' and as such offer opportunities for us to explore concepts of right and wrong.
- We are able to tune in to the content of the play, perhaps suggesting alternative strategies for heroes and heroines, making the most of 'teachable moments' to encourage empathy and lateral thinking to explore alternative scenarios and ideas for conflict resolution.

Hurtful behaviour

We take hurtful behaviour very seriously. Most children under the age of five will at some stage hurt, or say something hurtful, to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'. For children under five, hurtful behaviour is momentary, spontaneous and often without the understanding of the feelings of the person whom they have hurt.

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.

Children must be encouraged to recognise that fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Any form of bullying is unacceptable and will be dealt with immediately. At Busikids staff follow the guidelines below to enable them to deal with challenging behaviour:-

- Staff are encouraged to ensure that all children feel safe, happy and secure.
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way.
- Understand that young children are only just beginning to learn about their emotions and how to handle them.
- Children need to be helped to understand that using aggression to get things is inappropriate and will be encouraged to resolve problems in other ways.
- Staff calm the child that is angry as well as comforting the child who has been hurt.
- Staff help young children to empathise with others, and to understand the effect their hurtful behaviour has had on another child; we do not force the child to say sorry, but encourage this where it is clear that they are genuinely sorry and wish to show this to the person they have hurt.
- The staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out.
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only by co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

Continued...

Achieving positive behaviour continued

The named person: **Vicky Wakeling**, in association with the SENCO will keep up to date with legislation and research and support changes to policies and procedures in the nursery; access relevant sources of expertise where required and act as a central information source for all involved; attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. Charlotte Angel is also trained in promoting positive behaviour. A record will be kept of staff attendance at any training.

This person will support staff via meetings, role modelling and observations.

We recognise that codes for interacting with other people vary between cultures and staff are required to be aware of this and respect those used by members of the nursery.

There is a Physical Handling Policy within this book to refer to.

We expect all adults, including parents, to uphold this policy and respect all other adults and children who attend Busikids.

Biting and the Prevention of

Biting is a common behaviour that some young children go through. This is part of some children's developmental stage and often where they do not yet have the words to communicate their anger, frustration or need. At Busikids we follow our behaviour policy to promote positive behaviour at all times.

Strategies to prevent biting include sensory activities; biting rings; adequate resources; and a stimulating, exciting environment. However in the event of a child being bitten the following procedure will be followed:

Respond immediately

Bitten Child

- Remove the bitten child from scene, comfort, assess, deal with appropriately and record any injuries, action taken and witnesses present on an accident form and inform the manager/person in charge of the nursery at that time
- Person in charge will assess need to inform parents immediately or not, depending on severity of the case.
- If the skin has been broken, then both the bitten child and the biter must be treated according to the first aid policy (see below) and a Biting Incident Notification letter must be given to the parents, who should be informed immediately.
- Parents will be spoken to by the room manager or nursery manager/person in charge as deemed appropriate when child is collected.
- Reassure parents that biting is a normal part of development and that we have strategies in place to deal with cases of biting.
- For confidentiality purposes the name of the child who has bitten will not be disclosed to parents of the bitten child.

Child Biting

- Remove the child who did the biting from the situation and other children to remain with a member of staff.
- According to the age of the child it will be explained that biting is not an appropriate action, at any time.

Continued...

Achieving positive behaviour continued

- It must be explained that it hurts to be bitten and is not a nice thing to do and that the other child is upset.
- The child must be given an opportunity to explain their actions (a toy may have been taken etc)
- It must be made clear to the child that it is the behaviour that is wrong, not the child
- Removal from current activity to ponder actions may be implemented if appropriate. The child must then be closely monitored, to avoid further incidents.
- An incident form must be completed stating action taken and witnesses present. The manager/person in charge must be informed immediately.
- The parents will be informed by the appropriate person on collection of the child, Room manager, Nursery manager/person in charge

First Aid to be administered if skin is broken

- Encourage the wound to bleed (unless bleeding freely) with gentle pressure. - Never suck the wound.
- Irrigate with warm running water and liquid soap.
- Remove any foreign body (including teeth).
- Cover the wound with a dressing if necessary.
- If the bite is on the hand, the arm should be elevated.
- If the biter has blood in their mouth they should swill it out several times with tap water (don't swallow the water).

Details of the incident will be noted including date, time and nature of the bite, if the bite has broken the skin, who was bitten and who was the biter (on separate forms), any known immunosuppressant problems and any known antibacterial allergies.

We must be aware that children will bite for very different reasons, it may be a 'one off' in frustration, or it may lead to other issues.

Considerations for ongoing biting

- Look at the environment
- Who/where/when it is happening
- Talk to parents about what is happening at home
- Change around the daily routine to prevent biting opportunities
- Provide relaxing transitions that calm the children
- Develop emotional language with the child that bites
- Shadow the child who bites and try to intervene before biting occurs to promote non-biting response
- Use positive language to tell a child to 'touch lightly' rather than 'don't bite'.

If a child continues to bite, observations will be carried out to try to distinguish a cause, e.g. tiredness or frustration. Meetings will be held with parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault. The child may be added to the SEN register for behaviour management action plans to be drawn up and implemented.

We will seek outside advice if needed from the area INCO. (Inclusion Officer)

The parents will require much support and involvement at all times.

Complaints and Compliments

Busikids believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents will be happy with the service provided and that they might like to voice your appreciation to the staff concerned. Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We record all compliments and share these with staff.

At no time will staff accept gifts in the form of money from parents/carers. All gifts received, except personal gifts, will be taken to the office so that they may be distributed equally and fairly by management among all the staff in the nursery who contributed to the child's care during their time at Busikids. Personal gifts such as flowers, toiletries or items which cannot be shared are for the staff member to whom they were given to take home. Cakes and other perishable items are to go in the staff room for all staff to share, staff are not to take anything home and are only to choose one for themselves so that others may have an opportunity to appreciate the gift.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Stage 1

If any parent should have cause for complaint or have any queries regarding the care or education of their child, they should in the first instance take it up with the child's key person or a senior member of staff.

Stage 2

If the issue remains unresolved the Manager should then be involved.

These concerns must be presented in writing to the Nursery Manager who will then investigate the complaint and report back to the parent within five days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints will be resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting should be held between the Principal, Manager and parent to ensure that it is dealt with satisfactorily. A record of the meeting is to be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted by contacting at any time they have a concern, including at all stages of the complaints procedure. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nurse4ry's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not being met..

Continued

To make a formal complaint write to: The National Complaints Team
Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Phone 0300 123 1231, or email enquiries@ofsted.gov.uk

A record of complaints will be kept at Busikids. The record will include the name of the complainant, date and time complaint received, action taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will only be accessible to the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

In the case of a complaint relating to Safeguarding Children, please refer to the Safeguarding Policy.

Fire Safety

The manager/person in charge has overall responsibility for the fire drill and evacuation procedures. These should be carried out and recorded termly or as and when a large change occurs, e.g. a large intake of children or a new member of staff join the nursery. These drills will occur at different times of the day to ensure evacuations are possible under different circumstances

The deputy manager will carry out weekly checks of the fire sounders to ensure they are in good working order, and an recognised engineer carries out regular maintenance.

No smoking policy

The nursery operates a strict no smoking policy – please see this separate policy for details.

Registration

An accurate record of all staff and children present in the building must be kept at all times and children/staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the Visitor's Book. These records must be taken out along with the register and emergency contacts list in the event of a fire.

FIRE INSTRUCTIONS

On Hearing the Fire Alarm

- Evacuate all children and adults immediately using the nearest safe exit. Taking the registers.
- If you are upstairs you will be passed a baby to take downstairs and leave at the bottom with a member of staff. Then continue to your room to continue the evacuation.
- Close all doors and windows on the way out.
- Gather at the designated assembly point - **either the back garden under the apple tree or the front drive by the 'in' gate.**
- Call the register and account for all children and staff.
- Room supervisors, who have evacuated to the back garden, are to send a member of staff (or more if able) to the front of the building, **via the side gate**, to then re-enter the building at the front door to help evacuate the babies. (Key for side gate to be kept on Monkey Room register and Pre-school register)

Giraffes/Penguin/Monkey	Assembly point	under the apple tree in the back garden
--------------------------------	----------------	---

Duckling & Puffins	Assembly point	by the 'in' gate at the front of the building
-------------------------------	----------------	---

In the event of being blocked upstairs.

- Move all children and staff into the sleep room. (If stairway is blocked) with the register.
- Close all doors and windows.
- Place a damp towel at the base of the doors and remain within the room.
- Call register and account for all children and staff.
- Make presence known at the window
-

On Discovering a Fire

- Sound the alarm immediately (alarms located in the **downstairs hallway** and **outside the laundry area, in the Pre-school lobby and at the Staff Entrance**) to ensure all staff are aware of fire.
- **Then follow above procedure**

Continued

FIRE INSTRUCTIONS continued

ALL STAFF MUST KNOW:-

- Location of fire alarms
- Location of fire exits
- Location of fire extinguishers (Outside the office on the landing, under the monitor in the hall, by the patio doors in the preschool and creative room and by the staff entrance and the staffroom and kitchen)
- Location of assembly points

DO NOT STOP TO COLLECT BELONGINGS.

DO NOT RE-ENTER THE BUILDING UNTIL TOLD IT IS SAFE TO DO SO BY THE PERSON IN CHARGE OR FIRE OFFICER.

Each room will have a designated Fire Warden – The room supervisor and their opposite nursery nurse on shift (if both staff are absent please check fire warden hierarchy for person with Fire Warden role). Current Fire Wardens are:

Giraffe Room	–	Rebecca and Kirsty M
Monkey room	–	Elaine and Lou
Penguin Room	–	Michelle and Michaela
Ducklings and Puffins	–	Mackenna and Kirsty G

Each fire warden will be responsible for the evacuation of their children and adults within their room, also for the collection of the register and the final all clear check of their designated area.

The fire warden upstairs will also check the office, laundry and staffroom for all clear on their way out.

Staff will re-enter the building to evacuate those who cannot remove themselves – the babies.

The person in charge of the nursery at the time of the alarm will be responsible for:-

- dialling 999, – Charlotte, Vicky W and Louise and Elaine Sennatt/Mackenna Witchard
- For taking the telephone and the signing in book outside.
- This person will also locate the area in which the alarm has been activated.

If it is a nuisance alarm the brigade will be informed, they will stop blue light, but will still arrive to check building.

The person in charge may also tackle a small fire with appropriate extinguishers if they deem it wise to do so.

In no event will a door with smoke seeping under, or a door that feels warm will be opened, staff must evacuate and await the fire brigade.

Manual Handling

At Busikids, the health and safety of our staff and children is of paramount importance. We carry out risk assessments as recommended in the Management of Health and Safety at Work Regulations 1999 (see Risk Assessment procedure) and follow guidelines as set out in the Manual Handling Operations Regulations 2004 (revised).

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

Preventing Injuries

As with other health and safety issues, the most effective method of prevention is to eliminate the hazard. Where manual-handling tasks cannot be avoided, they must be assessed as part of the risk assessment. This involves examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

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

- the tasks to be carried out
- the load to be moved
- the environment in which handling takes place
- The capability of the individual involved in the manual handling.

A number of factors increase the risk of manual handling injuries, and these should be considered and controlled. The following paragraphs offer a number of suggestions.

Correct Lifting Procedure

Planning and Procedure

- Think about the task to be performed and plan the lift.
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there.
- Never attempt manual handling unless you have read the correct techniques and understood how to use them.
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury.
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going.
- Remove any unnecessary packaging, if this will make the task safer.
- Reduce the size and weight of loads to make handling easier. This could involve suppliers packing items into smaller consignments before delivery or unpacking packages before moving them.
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads
- if more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring.
- Lighting should be adequate.
- Control harmful loads – for instance, by covering sharp edges or by insulating hot containers.
- Avoid lifting unsafe loads, such as damaged glass or badly packed chemicals.

Continued

Correct Lifting Procedure continued

- Check whether you need any personal protective equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you.
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear.
- Consider a resting point before moving a heavy load or carrying something any distance.

Position

- Stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or turn the load around) so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

Lifting always lift using the correct posture:

- Bend the knees slowly, keeping the back straight.
- Tuck the chin in on the way down.
- Lean slightly forward if necessary and get a good grip.
- Keep the shoulders level, without twisting or turning from the hips.
- Try to grip with the hands around the base of the load.
- Bring the load to waist height, keeping the lift as smooth as possible.

Moving the load

- Move the feet, keeping the load close to the body.
- Proceed carefully; making sure that you can see where you are going.
- Lower the load, reversing the procedure for lifting.
- Avoid crushing fingers or toes as you put the load down.
- Position and secure the load after putting it down. Make sure that it is rested on a stable base.
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

The task

- Carry loads close to the body, lifting and carrying the load at arm's length increases the risk of injury.
- Avoid awkward movements such as stooping, reaching or twisting.
- Ensure that the task is well designed and that procedures are followed.
- Try never to lift from the floor or to above shoulder height. Limit the distances for carrying.
- Minimise repetitive actions by re-designing and rotating tasks.
- Ensure that there are adequate rest periods and breaks between tasks.
- Plan ahead – use teamwork where the load is too heavy for one person.

The environment

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable.
- Remove obstructions and ensure that the correct equipment is available.

The individual

- Never attempt manual handling unless you have been trained and given permission to do so.
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury.

Continued

Correct Lifting Procedure continued

Lifting children

Carrying children

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Students and pregnant staff members are advised not to carry children.

Health & safety in the office

Staff can help to prevent health problems by:

- sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- maintaining a good posture
- avoiding repetitive and awkward movements by keeping frequently used items within easy reach
- changing position regularly
- using a good keyboard and mouse technique with wrists straight and not using excessive force
- making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- adjusting the screen controls to prevent eyestrain
- keeping the screen clean
- reporting any problems associated with use of the equipment
- planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

- good lumbar support
- seat height adjustability
- no excess pressure on underside of thighs and backs of knees
- foot support if needed
- space for postural change, no obstacles under desk
- forearms approximately horizontal
- minimal extensions, flexion or straining of wrists
- screen height and angle should allow for comfortable head position
- space in front of keyboard to support hand/wrists during pauses in typing
- seat back adjustability.

RIDDOR

General Statement of Policy

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, Busikids has a legal responsibility to report any serious accidents, diseases and dangerous occurrences arising out of or in connection with work. This helps the Health & Safety Executive (HSE) and local authorities, to establish how risks arise, investigate any serious events, and provide advice and information on prevention of any serious events. At Busikids we place great importance in providing a safe environment for our employees, and families and children alike. Adhering to the RIDDOR regulations enables us to do this.

Aims and objectives

The aim of this policy is to ensure Busikids provides a safe environment for staff and families to be in. In order to achieve this, our objectives are:

- Establish and maintain a safe and healthy environment throughout the nursery.
- Establish and maintain safe working procedures amongst staff and children.
- All children follow hygiene procedures, which are part of their routine, the importance of which are taught in the curriculum.
- Toilets are cleaned and checked throughout the day.
- There is adequate ventilation, and appropriate hand washing facilities with soap and paper towels provided.
- Make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles, objects and substances.
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in, or using the nursery, to avoid hazards and to contribute positively to their own health and safety, and to ensure that staff have access to regular health and safety training as and when provided.
- Maintain a healthy and safe nursery and safe entry and exit from it.
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery.
- Follow the regulations of the Health & Safety at Work Act 1974 (copy in the managers office) and any other relevant legislation.

We aim to meet our objectives by:

- Carrying out risk assessments daily, and regularly reviewing all risk assessments.
- PAT testing all electrical equipment annually.
- Regularly checking the building for structural defects, worn fixtures and fittings and other general maintenance.
- Ensuring all cleaning materials are stored correctly, and information concerning COSHH (Control of Substances Hazardous to Health), is stored in the office in case of emergency.
- Ensuring all staff and visitors have a thorough induction so that they know what to do in case of an emergency.
- Carry out regular fire drills so that all staff and children know what to do in case of fire.
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children.
- Ensure staff receive appropriate paediatric first aid training and that it is regularly updated.
- Ensure all staff take all reasonable action to control the spread of infectious diseases and that they wear protective aprons and gloves where appropriate.

The person responsible for Health & Safety is Charlotte Angel

Continued...

RIDDOR continued

Arrangements for reporting to RIDDOR

The manager/responsible person will report the incident online at www.hse.gov.uk/riddor/report.htm and complete the relevant form. In the case of fatal and major incidents only, the Incident Contact Centre (ICC) can be contacted by telephone on 0345 300 99 23, open Monday-Friday, 8.30am-5pm. All incidents can be reported by post, fax, or online. All incidents reported to RIDDOR will be recorded in the Incident record book in the office. The Incident book will be kept for 3 years from the date of the last entry.

Incidents reportable to RIDDOR include:

- Work-related accidents resulting in death, which must be reported **immediately**.
- Major injuries (including fracture, other than to fingers, thumbs and toes; amputation; dislocation of the shoulder, hip, knee or spine; loss of sight (temporary or permanent); chemical or hot metal burn to the eye or any penetrating injury to the eye; injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours; any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours; unconsciousness caused by asphyxia or exposure to harmful substance or biological agent; acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin; acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.) Inform the ICC **immediately**.
- An over-seven day injury - if there is an accident connected with work (including an act of physical violence) and your employee, or a self-employed person on your premises, is away from work or unable to perform their normal duties for more than 7 consecutive days (not including the day of the accident) – we will report it to the enforcing authority within fifteen days. Inform the ICC. This also includes members of the public who are injured through a work-related incident.
- Work-related diseases (including certain poisonings; some skin diseases such as occupational dermatitis; lung diseases; infections such as: leptospirosis; hepatitis; tuberculosis; anthrax; legionellosis and tetanus; and certain musculoskeletal disorders. A full list of reportable diseases can be found at www.hse.gov.uk/riddor.

Work-related diseases, injuries and death only apply to employees. Injuries to children and visitors are only reportable if the accident arose out of or in connection with a work activity; or the accident results in an injury that arose out of or in connection with a work activity and the person is taken from the scene of the accident to the hospital.

Continued

Arrangements for reporting to RIDDOR continued

Other incidents reportable to RIDDOR include:

- Reportable dangerous occurrences (near misses), (including collapse, overturning or failure of load-bearing parts of lifts and lifting equipment; collapse or bursting of any closed vessel or associated pipe work; electrical short circuit or overload causing fire or explosion; injury caused by an explosion; Accidental release of a biological agent likely to cause severe human illness; collapse or partial collapse of a scaffold over five meters high, or erected near water where there could be a risk of drowning after a fall; dangerous occurrence at a pipeline; unintended collapse of: any building or structure under construction, alteration or demolition where over five tones of material falls; a wall or floor in a place of work; any false-work; explosion or fire causing suspension of normal work for over 24 hours).

For further information regarding any points in this policy please refer to the leaflets in the Operational Plan, located in the staff room, or www.hse.gov.uk/riddor.

Policy on Outings

As part of their learning and development the children at the nursery may undertake a range of local outings, such as walks and visits to local shops and amenities that entails leaving the premises. Permission will be sought for each child to be included in such outings. Outings and visits are planned to compliment and enhance learning opportunities and to extend play opportunities for the children. Outings will be carefully planned and the following guidelines will be followed on all outings from the nursery, however local or frequently they may occur:-

- Written permission will always be obtained from parents before taking children on trips.
- Staffing ratios will be assessed by management according to the age and needs of each particular group of children plus the staff available to ensure safety at all times.
- A travel first aid box will always be taken on all outings along with any special medication or equipment required.
- At least one qualified first aider will always be a member of the group.
- A completed Trip Register and parent/staff contact numbers will be taken on all outings.
- Regular headcounts will be carried out throughout the outing. Timing of headcounts will be discussed in full with the nursery manager prior to the outing.
- A senior member of staff will always carry out a risk assessment identifying any potential hazards on the journey or at the location prior to the outing.
- Toilet facilities must be provided for the children at regular intervals.
- Food and drinks must be provided at similar times to those in the nursery and additional drinks should be offered if the weather is warm or if energetic exercise is part of the day.
- Meeting points must be pre-designated and times arranged when all the party should assemble. These must be strictly adhered to.
- All children should have spare clothing as deemed necessary.
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform. Children will be easily identified by staff when on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed.
- A fully charged mobile phone will be taken as a means of emergency contact, number left with the manager.
- In the event of an accident, staff will assess the situation, call the manager/person in charge at the nursery and, if required, the group will return to nursery immediately. Parents will be contacted to collect their child, if deemed necessary. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.
- A pre-visit checklist and risk assessment will always be carried out before the outing. It is recommended that the venue be visited prior to your trip. This will ensure that the chosen venue is appropriate for the age, stage and development of the children.

Continued

Policy on Outings continued

A full risk assessment and outing plan will be carried out for each outing and this will be displayed for parents to access. This plan will include details of:

- The name of the designated person in charge - the outing leader.
- The name of the place where the visit will take place.
- The estimated time of departure and arrival.
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size.
- The equipment needed for the trip i.e. coats, safety reins, pushchairs, rucksack, packed lunch, etc.
- Staff contacts numbers.
- Method of transportation and travel arrangements (including the route).
- Financial arrangements.
- Emergency procedures.
- The name of the designated first aider and the first aid provision.
- Links to the child's learning and development needs.

In the event of a child being lost, **the Lost Child Procedure** will be followed:

Any incidents or accidents will be recorded in writing.

Ofsted will be contacted and informed of any incidents, if required.

At the conclusion of each outing the member of staff in charge of the outing will complete a review of the outing, noting the following:

- Any particular problems, or positive points, with the venue (e.g. nowhere to shelter during rain)
- Any particular problems with specific children (illness, distress, etc)
- Educational benefits of the visit
- Comments from parents
- Recommendations for future visits.

Prior to each outing the senior in charge of the outing will refer back to the reviews and take accounts of comments when preparing for the next outing.

Lost Child Procedure - Outings

Regular head counts are carried out throughout each outing.

In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:-

The organiser will be informed immediately and all staff present will be informed and deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised throughout.

If appropriate, on-site security will also be informed and a description of the child/children given.

In the event of a child not being found, the designated person in charge will immediately inform the police.

The designated person in charge will then inform the person in charge at the nursery who will contact the child's parents/carers giving details of what has happened. (In the case of the whole nursery being on an outing, all parents/carers details would be taken on the trip by the person in charge).

Staff from the nursery will be sent to assist the safe return of the other children.

During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety of the remaining children.

At least one member of staff will remain at the scene whilst others return to the nursery with the children. This member of staff will continue searching for the child/children.

The remaining member of staff will meet the police and parents/carers when they arrive at a designated point.

Any incidents must be recorded in writing.

Ofsted will be contacted and informed of any incidents.

With incidents of this nature parents, carers and children may require extra support and reassurance following the traumatic experience.

Lost Child Procedure from the Nursery

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

The nursery manager will be informed immediately and all staff present will be informed and deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, ensuring that all other children remain supervised throughout.

The manager will carry out a second search of the area.

If the child has still not been accounted for, the manager will contact the police.

The manager will also contact the parents/carers of the missing child.

During this period, staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery.

The manager will meet the police and parents/carers.

The manager will then await instructions from the police.

Any incidents must be recorded in writing.

Ofsted must be contacted and informed of any incidents.

With incidents of this nature parents, carers and children may require support and reassurance following the traumatic experience.

No Smoking Policy

Children's health and wellbeing is of utmost importance for the children in our care. Smoking has proved to be a health risk and in accordance with childcare legislation, the nursery operates a strict no smoking policy within its buildings and grounds. Parents are respectfully requested to abstain from smoking whilst on the premises. This rule also applies to staff, students, carers and visitors etc. Staff accompanying children outside the nursery are not permitted to smoke e.g. whilst on an outing. Parents joining us on outings are requested not to smoke during this time also.

Staff must not smoke while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to change into their own clothing and smoke away from the main entrance.

We respect it is personal choice to smoke, although the nursery supports healthy lifestyles and therefore will help staff and parents to stop smoking by:

- Providing fact sheets and leaflets.
- Providing information of local help groups.
- NHS quit smoking helpline/ website: www.smokefree.nhs.uk
- Offering information regarding products available to help stop smoking.
- Offering in-house support.

This policy also applies to electronic cigarettes.

Alcohol and Substance Misuse

At Busikids, we are committed to providing a safe environment that helps to ensure the welfare of the children in our care. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for children.

Alcohol

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives at the nursery clearly under the influence of alcohol will be asked to leave. If they are a member of staff, the nursery will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children/child protection procedure and the police/children's social services may be called.

If anyone arrives at the nursery in a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. are asked not to bring alcohol on to the nursery premises.

Substance misuse

Anyone who arrives at the nursery under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, will be asked to leave the premises immediately. If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children/child protection procedure and the police may be called.

The nursery will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs or if they are driving or may drive when under the influence of illegal drugs.

If they are a member of staff serious disciplinary procedures will be followed.

If a member of staff is taking prescriptive medication that may affect their ability to work, they must inform the nursery manager as soon as possible to arrange for a risk assessment to take place.

Safeguarding/child protection

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk we will follow our safeguarding/child protection procedures, contact social services and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by them and if necessary the police will be called.

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

Equipment and Resources

General statement of policy

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

Aims and Objectives

To ensure this occurs within the nursery, we will:

- Provide play equipment and resources which are safe and, where applicable, conform to the European Standards for Playground Equipment: EN 1176 and EN 1177, BS EN safety standards or Toys (Safety) Regulation (1995)
- Provide sufficient quantity of equipment and resources for the number of children registered in the nursery.
- Provide resources which promote all areas of children's individual needs.
- Provide resources which promote all areas of children's learning and development.
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and or stereotyping.
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children.
- Store and display resources and equipment where all children can independently choose and select them.
- Check all resources and equipment regularly as they are set out at the beginning of every session and put away at the end of every session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required.
- Keep an inventory of resources and equipment, this can be found in the Operational Plan and in each room.
- Evaluate the effectiveness of the resources including the children's opinions and interests.
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match to the resource.

Arrangements to meet the aims and objectives

- Daily risk assessments.
- All staff to monitor all resources and equipment for damage, dirt, etc.
- Inventory to be kept updated by room supervisor.
- Resources and equipment to meet individual children's needs. This can be monitored using parent information, settling sheets, learning journeys, parent questionnaires and planning.
- Our equal opportunities named person, Helen Jenkins, will monitor resources to ensure they reflect all cultures, races, gender, and abilities.
- The room supervisor will be responsible for ensuring all toys are stored appropriately and labelled.
- All staff will be responsible for role modelling when playing with, caring for, and putting toys away.
- A cleaning rota for all resources and equipment in each play room.

Emergency Closure Procedure

Statement of policy

We view the safety of our children, staff, parents and visitors with paramount importance. If the safety of the environment is compromised, we enforce the emergency closure plan.

Aims and objectives

We aim to implement this policy should the following occur:

- We are advised by the Health & Safety Executive to close the nursery, due to a dangerous occurrence, disease outbreak, or serious injury occurring (please see RIDDOR policy).
- There is a flood, gas leak, fire, electrical or heating malfunction within the nursery which would affect the welfare of the children and staff, and would not be able to be repaired before the nursery opened.
- There is structural damage to the property which would render it unsafe, and unable to be repaired before the nursery opened.
- There is a flood, gas leak, or other dangerous incident in the area surrounding the nursery, and we are advised by the emergency services not to open.
- There are extreme weather conditions, e.g. snow, which would prevent staff and families attending the nursery.

Arrangements for implementing the aims and objectives

The procedure for implementing the emergency closure is:

- The owners and senior management will make the decision whether it is necessary to close the nursery.
- The manager will inform the relevant authorities of the intention to close the nursery, the period for which it will be closed, the reason for closing and any other necessary information.
- Advice can be sought from Ofsted, or the Incident Contact Centre (ICC) by telephone on 0345 300 99 23 (see RIDDOR policy), or the police by telephone on 101, if required (999 if an emergency).
- All staff, parents/carers and potential visitors will be notified of our intention to close the nursery via telephone/text service. There will also be a message on the website.
- The owners and senior management will liaise with the relevant authorities to ensure the nursery is made safe before re-opening.
- All staff, parents/carers and potential visitors will be notified of our intention to open the nursery via telephone/text service.
- The incident will be recorded in the incident book which is kept in the office.

Should the emergency closure procedure have to be implemented while the nursery is open, the following procedure will be followed:

- Staff and children will follow the emergency evacuation procedure, if it is unsafe to remain in the building. Otherwise, the owners and senior management will make the decision whether it is necessary to close the nursery.
- Parents and carers will be contacted via telephone or text service to come and collect their children.

Continued

Emergency Closure Procedure continued

- The manager will inform the relevant authorities of the intention to close the nursery, the period for which it will be closed, the reason for closing and any other necessary information via www.hants.gov.uk/education/schoolclosures/add.php
- All staff, parents/carers and potential visitors will be notified of our intention to close the nursery via telephone/text service. There will also be a message on the website.
- Advice can be sought from Ofsted, or the Incident Contact Centre (ICC) by telephone on 0345 300 99 23 (see RIDDOR policy), or the police by telephone on 101, if required (999 if an emergency).
- The owners and senior management will liaise with the relevant authorities to ensure the nursery is made safe before re-opening.
- All staff, parents/carers and potential visitors will be notified of our intention to open the nursery via telephone/text service.
- The incident will be recorded in the incident book which is kept in the office.

Supervision of Visitors

At Busikids, we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. Ofsted inspectors or colleagues attending in a professional capacity such as speech and language therapists. Visitors are informed of any relevant policies including the fire evacuation procedure and mobile phone, camera and other recording devices policy including use of smartwatches where applicable.

A member of staff must accompany visitors in the nursery at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

Security

- Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitors' Book and accompanied by a member of staff at all times while in the building
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander
- Parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery
- All contractors accessing the nursery whilst children are present are not left alone in any area that children may use.
- The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

Staffing and Employment Policy

The nursery's policies in respect of personnel are governed by the following:

- The best interests of the children, their welfare, safety, care and development.
- The requirements of the Statutory Framework for the Early Years Foundation Stage and Ofsted's Early Years Directorate.
- Meeting the needs of the children including maintaining continuity of care.
- Compatibility between all members of staff and the building of a good team spirit.
- Consideration of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential.
- Equal pay for work of equal value.
- Compliance with the current legislation including the principles of the Employment Act 2002, the Employment Rights Act 1996, the Equality Act 2010 and all current legislation governing discrimination.

We will ensure:

- The provision of a personnel specification and job description for each member of staff.
- The provision of a contract of employment for each member of staff.
- When recruiting members of staff, the applicant should be made aware of the policies and procedures, especially those relating to discrimination and equal opportunities.
- All interviews will follow our recruitment procedures to ensure safe and fair recruitment occurs.
- Staff must have sufficient understanding and use of English to ensure the well-being of the children in their care, as per the EYFS Statutory guidance.
- Prior to commencement of employment the successful applicant shall be provided with an offer letter (conditional on an enhanced Criminal Record Bureau/DBS clearance and references) with the job description and induction procedure.
- Harassment of any member of staff that can be classed as sexual, racial, age, religious, homophobic or political belief related will not be acceptable. This includes unwanted verbal or physical advances - the key factor in assessing harassment is whether it is unwanted.
- harassment by a third party, e.g. parents and visitors that can be classed as sexual, racial, age, religious, disability, homophobic or political belief related will also not be tolerated.
- Busikids will not discriminate by either association or perception.
- It is the responsibility of all staff to inform the manager immediately of any changes in personal circumstances which may affect the safeguarding and well-being of the children at Busikids.
- It is the responsibility of all staff to inform the manager immediately of any change in their health, any medication taken, and any other medical needs immediately, so as the person in charge can maintain a caring environment for the both staff and children.

Special Consideration for Employees

We recognise that certain employees such as young persons, new and expectant mothers and persons with a disability may require special consideration.

Legal requirements

The nursery follows the legal requirements set out in The Management of Health and Safety at Work Regulations 1992 and the Equality Act 2010. Our Health and Safety Policy has regard to any employees requiring special consideration at the commencement of employment and during the course of it. The following procedure is followed.

Procedure

The nursery manager:

- Assesses any employee requiring special consideration in conjunction with the individual on induction to the nursery or when their condition or disablement comes to light
- Carries out any risks assessments relating to the occupation of such workers
- Agrees with the worker any necessary special measures such as training and supervision, arrangements, modifications and medical surveillance
- Carries out further assessments and reviews at least annually, or if and when any changes to the special circumstances or environment occur.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

Part-time and fixed-term work

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

Absence from Work

At Busikids, we encourage all our employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work due to sickness. By implementing this policy, we aim to strike a reasonable balance between the pursuit of our business needs and the genuine needs of employees to take occasional periods of time off work because of sickness. This policy and procedure establishes a framework to support individuals and the organisation in times of sickness absence. It ensures that appropriate and consistent advice is provided and that assistance and support is offered to employees and, where necessary, action is taken.

Principles

We aim to provide a healthy working environment and demonstrate commitment to health, safety and the welfare of staff in order to maximise attendance.

Management is responsible for regularly monitoring and taking appropriate action in connection with sickness and other unplanned absence.

Exclusion periods for contagious illnesses

Working with children means that you are in contact with illnesses which can be highly contagious. We take the health of children and staff very seriously therefore if you have any contagious illness you must speak with the manager to determine the required exclusion period. This will ensure that you are able to recover appropriately and that this illness is not passed on to other staff, children or parents.

Sickness absence reporting procedure

Reporting sickness absence should be done using the following guidelines. Failure to follow these guidelines could delay any sick pay due to you and could possibly result in disciplinary action.

1. On your first day of absence, you must:
 - Telephone the nursery and speak to the manager
 - Give brief details of your illness and your expected length of absence.
 - Telephone and speak to someone yourself. Text message and emails are not an acceptable form of communication for this purpose. Please contact the office by 7.15am on the morning you are due to work.
2. You must contact your manager again by 5pm on the first and subsequent days of your absence, of your intention to return to work or be absent on the following day.
3. On returning to work you must complete a self-certification form with the Manager.
4. For absences of more than six consecutive days, you must provide a sickness certificate completed by a qualified medical practitioner for the period of absence.
5. After returning to work from any sickness absence leave, a 'return to work' interview may be undertaken by the employee and line manager. This will not happen in all circumstances, and we may hold such meetings at our discretion. However, such meetings will normally be held in the following circumstances:
 - Where the total absence has exceeded 10 days
 - Where the nature of the illness means that duties on return to work may need to be altered and clarification and/or consultation is required
 - Where a member of staff has had two or more absences in 12 weeks.

During the return to work interview the following will be discussed:

- The reason for absence
- Whether adjustments to the role (on a temporary or more permanent basis) are required and what they are. These might include adjusted work patterns, start and finish times and changes of duties
- Future requirements and expectations, e.g. improved attendance continued...

Absence from Work continued

- The return to work interview should be recorded and signed by both the manager and employee and a copy attached to the employee's file.

Where an employee's attendance record gives cause for concern because of the duration or frequency of absence, this should be brought to the attention of the employee through a discussion with the manager.

Throughout any stage of discussions on sickness absence, employees may be accompanied by a work colleague.

The abuse of sick leave, failure to follow this procedure, and pay regulations may be classified as misconduct and will be dealt with through the disciplinary procedure.

Frequent and/or persistent short-term sickness absence

Short-term absence may be short periods of one or two days occurring frequently.

Absence of this nature can be identified by one of the following indicators and should be classed as a trigger:

- Six self-certified spells of absence in one calendar year
- A total of 10 working days or more of self-certified absence in one calendar year
- Patterns of absence over a period, e.g. an individual regularly taking Mondays or Fridays off
- Where an employee's attendance record is significantly worse than those of comparable employees, or absence problems have gone on for a considerable length of time.

Long-term sickness absence

For the purposes of the policy, long-term sickness absence is defined by the nursery as absences lasting over one month.

Where absences have lasted over 10 working days or more, the manager should contact the member of staff concerned to obtain an initial assessment of the problem and to offer any further help or assistance.

At this point and where felt appropriate after further assessment of the problem, the manager will arrange a face-to-face meeting or telephone conference between themselves and the member of staff. The meeting should:

- Seek to confirm the reasons and nature of the absence and its likely duration
- Ensure that the member of staff is aware of the nursery's concern regarding their health and necessary absence from work
- Consider offering alternative duties or a shorter working week if this would enable a quicker return to work subject to medical advice
- Give consideration to any personal problems being encountered and discuss possible ways of helping the individual resolve these
- Advise the member of staff that in their best interests they may be asked to see a registered medical practitioner or occupational health provider appointed by the nursery to enable a medical report to be prepared
- Alternatively, and if appropriate, gain agreement from the member of staff to contact their doctor or specialist in order to establish the likely length of absence and the long-term effect on capability in relation to job performance and attendance at work.

If all other avenues have been investigated, the absence continues or, following return to work, the attendance record does not improve, a subsequent meeting should be arranged. At this point, unless there are reasonable grounds to believe there will be an improvement in the foreseeable future, the manager should inform the member of staff that long-term sickness absence due to ill health may put their employment at risk and the possibility of termination by reason of capability or suitability to work with children might have to be considered, taking into account any medical information available.

Continued...

Absence from Work continued

The position will be reviewed periodically and ultimately it may become necessary from a business perspective to consider termination of employment. In these circumstances, the nursery will:

- Review the employee's absence record to assess whether or not it is sufficient to justify dismissal
- Consult the employee
- Obtain up-to-date medical advice through occupational health
- Advise the employee in writing as soon as it is established that termination of employment has become a possibility
- Meet with the employee to discuss the options and consider the employee's views on continuing employment
- Review if there are any other jobs that the employee could do prior to taking any decision on whether or not to dismiss
- Allow a right of appeal against any decision to dismiss the employee on grounds of long-term ill health
- Arrange a further meeting with the employee to determine any appeal
- Following this meeting, inform the employee of its final decision
- Act reasonably towards the employee at all times.

Any decision to terminate employment will be taken by the Nursery Principal and Manager, making sure the capability procedure has been exhausted.

Occupational health

The nursery reserves the right to request employees to attend an appointment with an Occupational Health Advisor (e.g. consultant, GP) during their employment, if it is reasonably deemed necessary due to sickness absence, changes in health or the role, or where it is necessary to seek an expert medical opinion as to whether or not the employee can fulfil their job role or whether any reasonable adjustments should be made to the employee's role.

The nursery will seek to engage the services of an independent Occupational Health Advisor in situations where expert medical opinion is required and work with them to identify the best course of action in circumstances of sickness absence.

Access to medical records

The Access to Medical Records Act 1988 gives individuals the right of access to medical records relating to themselves which have been prepared by a medical practitioner for employment purposes. The Act provides that:

- Employers must gain the consent of employees before requesting reports from medical practitioners
- Employers must inform employees of their rights in respect of medical reports
- The employee has the right of access to the report before the employer sees it, provided appropriate notification is given
- The employer is responsible for notifying the medical practitioner that the employee wishes to have access
- The employee may ask for a report to be amended or may attach a statement to the report
- Having seen the report, the employee may wish to withhold consent to it being supplied.

Where the nursery requests further medical information about the health of staff from an individual's General Practitioner or Specialist, or its own occupational health provider, the provisions of the Act will be followed.

Throughout any interviews regarding sickness absence, staff are entitled to the support of and/or representation by a work colleague or recognised trade union representative.

Continued...

Absence from Work continued

Sick Pay

During the first six months of employment, there is no entitlement to company sick pay. Statutory Sick Pay (SSP) will be paid in accordance with Department for Work and Pensions requirements and no payment will be made for the first three working days in a period of incapacity for work.

Company sick pay entitlement

The nursery will pay company sick pay dependent on the Manager's discretion, therefore absences may be unpaid after the first six months according to the number of sick days taken.

Sick Pay and absence are calculated on a rolling 12 month basis i.e. the amount of sickness during the last 12 month period, based on the holiday year, 1st October to 30th September.

SSP will be paid in accordance with regulations and rates applicable at the time, and is subject to PAYE and National Insurance contributions.

Annual leave and sick pay

Where an employee falls sick or is injured while on annual leave, the nursery will allow the employee to take sick leave and take the annual leave at a later time. This policy is subject to the following strict conditions:

- The total period of incapacity if more than a day, must be fully certificated by a qualified medical practitioner. This may require the employee to pay for the certificate.
- The employee must contact the manager as soon as he/she knows that there will be a period of incapacity during the pre-planned annual leave in accordance with the Sickness Absence Reporting Procedure
- The employee must submit a written request no later than five days after returning to work setting out how much of the annual leave period was affected by sickness and the amount of leave that the employee wishes to take at another time
- Where the employee is overseas when he/she falls sick or is injured, evidence must be produced that the employee was sick by way of either a medical certificate or proof of a claim on an insurance policy for medical treatment received at the overseas location.

Where the employee fulfils all of the above conditions, we will allow the employee the same amount of annual leave as the amount lost due to sickness or injury.

Sickness or injury shortly before a period of planned holiday

If an employee is ill or is injured before the start of a period of planned annual leave, we will consider the employee postponing the annual leave dates to another mutually agreed time. Any period of sickness absence will then be treated in accordance with the employer's normal policy on sickness absence.

The employee must submit a written request to postpone the planned annual leave and this must be accompanied by a letter from his/her doctor confirming that he/she is unfit to take the annual leave.

Replacement annual leave dates

Where it is agreed that an employee can take replacement annual leave at a later time, the employee should nominate replacement annual leave dates as soon as possible, with the dates being subject to the agreement of the employee's line manager in the usual way.

Employees should endeavour to take any replacement annual leave within the same holiday year as the days lost as a result of sickness or injury. In the event that part or all of the annual leave is lost due to incapacity towards the end of the nursery's holiday year, and there is insufficient time left during that year for the replacement annual leave to be taken, the employee will be permitted to carry over the replacement annual leave to the next holiday year. However, this leave must be taken as early in the new holiday year as possible.

Continued...

Absence from Work continued

Serious illness/injury of an employee's immediate family

This will be looked at on an individual basis. You need to also consider taking holiday/TOIL and working flexibly i.e. making adjustments to the length of the working day, changes in hours/days worked etc.

Death of a member of an employee's immediate family

This leave applies on the death of an employee's spouse, life partner, parent, brother, sister, grandparent, dependant or other relative for whom the employee has special responsibility or has had special ties.

Generally, the amount of time off required will be at the manager's discretion and will depend on individual circumstances but up to two days paid leave would be considered. Any other unpaid leave will be agreed at the manager's discretion.

Staff Development & Training

The nursery highly values its staff. It is in the interests of the nursery, the children, their families, and the individual, that each staff member be given the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children.

Personal and professional development is essential to maintaining the delivery of high quality care and education for young children in early years. It underpins all aspects of positive interactions and activities planned for all children attending. At Busikids nursery we ensure that most staff are qualified to Level 3 or equivalent in childcare and education. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. We strongly promote constant professional development and all staff have individual training records and training plans to enhance their skills and expertise. We have a training budget which is set annually and reviewed to ensure that the team gain the external support and training where needed.

To facilitate the development of staff we:

- Coach, lead and role model with staff, and offer encouragement and support to achieve a high level of morale and motivation.
- Promote teamwork through ongoing communication, involvement and a 'no blame culture' to enhance nursery practice.
- provide opportunities for delegation based on skills and expertise to offer recognition and stimulate staff
- Encourage staff to contribute ideas for change within the nursery and hold regular staff meetings and team meetings to develop these ideas. Regular meetings are also held to discuss strategy, policy and activity planning.
- Encourage staff to further their experience and knowledge by attending relevant external training courses.
- Encourage staff to pass on their knowledge to those who are less experienced and disseminate knowledge from external training to small groups of staff within the nursery.
- Provide regular in-house training relevant to the needs of the nursery.
- Carry out regular supervisions with all staff. Staff appraisals are carried out every year where objectives and action plans for staff are set out, whilst also sourcing training according to their individual needs
- Carry out training needs analysis for all individual staff, the team as a whole, and for the nursery every six months.
- Develop a training plan addressing both qualifications and continuous professional development needs of the setting and of individual staff.
- Promote a positive learning culture within the setting.
- Delegate responsibilities according to an individual's expertise.
- Cascade information and hold regular internal training events for Health and safety, safeguarding and behaviour management, also updates on the curriculum.
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning.
- Provide inductions to welcome all new staff and assign a 'work-buddy' to coach and support new staff.
- Offer ongoing support and guidance.
- Offer to staff varied information sources including membership to local and national organisations, resources, publications and literature.

Staff Vaccinations Policy

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

Tetanus Tuberculosis MMR 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.

For further information and support regarding immunisations:

www.nhs.uk/Conditions/vaccinations/Pages/vaccination-schedule-age-checklist.aspx

www.who.int/mediacentre/factsheets/fs378/en/index.html

www.nice.org.uk

Emergency information

Emergency information is kept for every child and is updated every six months with regular reminders to parents in newsletters and parents' evenings.

Staff medical requirements

It is the responsibility of all staff to inform the person in charge of any changes in health, any medication taken, and any other medical needs immediately, so as the person in charge can assess whether it is likely to impair that staff member's ability to look after children properly.

All medication must be stored in the medical cupboard of the room securely and the office and staff in that room informed. It must be in the prescribed container together with the information leaflet.

Any ongoing requirements will be added to their file, and stored confidentially. Where appropriate or necessary, the staff team may need to be informed but this will be discussed with the staff member and carried out as sensitively as possible.

Student Placement Policy

We recognise that the quality and variety of work happening within a nursery makes it an ideal place for students on placement from school and college child care courses. To learn and observe practical skills. We welcome students to join our staff team and gain work experience within our nursery. We will accept 2 students at a time as more students than this places undue pressure on staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

Liaison between the colleges regarding the student will take place prior to placement commencing. We expect all students to visit the nursery for an interview, followed by their student induction and nursery tour. At this time, students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student Handbook and sign their contract in readiness for their first day.

Vicky Wakeling is the current student supervisor.

The Nursery will accept two students at any one time, at the discretion of the Manager.

Students are welcomed into the Nursery on the following conditions:-

The needs of the children are paramount.

Students under the age of 17 years will not be admitted in numbers that hinder the essential work of the Nursery.

Students aged 17 and over may be included in ratios if they are on a long-term placement. However, this would only ever occur where the Manager deems the student to be competent and responsible, and only ever for a single activity, never for a whole session.

Unless registered as fit persons, students will not have unrestricted access to children.

Students required to conduct child studies will obtain written permission from the parents of the child to be studied.

Any information gained by the students about the children, families or other adults in the nursery centre must remain confidential

Students will be supported to understand nursery policies and procedures

It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the Student Co-ordinator to receive feedback about the student's progress

Students will be offered support and guidance throughout their placement and given constructive, honest feedback in respect of their performance. Staff will respect individual students' needs and abilities

Students must be confirmed by their tutor as being engaged in a bona fide childcare course that provides necessary background understanding of children's development and activities.

Students may only work with the under two age group by special request and deliberation by the Manager.

All students will be evaluated

Action plans will be compiled in conjunction with the college tutor for students who have difficulty meeting targets

Staff Protection Policy

Aim

We create in Busikids an environment in which children and staff are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

Busikids will not tolerate inappropriate or aggressive behaviour toward its staff.

We will take corrective action in circumstances where we feel it necessary.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:-

- Direct the parent away from the children and into a private area such as the office.
- Ensure that a second member of staff be in attendance, where possible whilst ensuring the safe supervision of the children.
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- Contact the police if the behaviour does not diffuse.
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately.
- An incident form will be completed detailing the time reason and action taken.
- With incidents like this staff may require support and reassurance following the experience, management will provide this and seek further support where necessary.
- Management will also signpost parents to further support if applicable.

In the event of an allegation made against a member of staff we will follow all procedures as documented in the Child Protection Policy.

Staff working with their own children/close relation

At Busikids, we understand the potential stresses of staff returning to work after having a baby or working in the same environment as your child or a close relation. We wish to support all employees in this position and request the member of staff meet with the nursery manager and room leader, where appropriate, to discuss the needs of all parties.

We believe our staff should remain neutral and treat all children with the same level of care. It is generally not appropriate for staff to care for their own children or those of a close relative whilst working in the nursery. Wherever possible we will consider placing the staff member in a room other than that of the child/close relation to enable the nursery to provide care and peace of mind.

Where this agreement is not working or is impacting on the care of the child or other children in the room, the manager and member of staff will reassess the situation

Staff caring for another staff member's child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with the nursery.

There will be an agreement between the staff member, manager and room leader about contact with the child during the nursery day. Although we do not want to restrict a parent seeing their child, we must consider the room routine and the upset a visit may cause the child when their parent leaves the room again

If there are staff shortages resulting in the movement of staff, the staff member will be placed in a different room to that of their child or close relation, wherever possible

Grievance procedure

At Busikids, we follow our legal obligations as an employer at all times including hearing and investigating grievances. We have a policy and procedures that set out our process.

Legal obligations

Our obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced in April 2009 and updated in 2015. A full copy of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25%, or reduced by 25% if the employee does not comply.

Objectives and guiding principles

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

ACAS advocates the use of mediation to resolve grievances, in an attempt to maintain a good working relationship and resolve issues within the workplace. We may decide to use such mediation where appropriate using ACAS support and guidance.

Our grievance procedure does not form part of any employees' contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

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

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

If this does not resolve the problem you should initiate the formal process below.

Grievance process

Stage 1

Making your grievance

- You should put your grievance in writing and forward it to your manager
- This written statement will form the basis of any investigations and the subsequent hearing, so it is important that you set out clearly the nature of your grievance and any dates and names of individuals involved. You should also indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place
- If your complaint relates to an issue with your manager, the grievance may be sent to the Nursery Principal
- Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

Continued...

Grievance procedure continued

Stage 2

The grievance hearing

The hearing will be held as soon as is reasonably possible following any investigations, and within five working days of the receipt of your written complaint. It will be conducted by your manager. You are entitled to bring a companion to the grievance meeting if you make a reasonable request to do so. This request must be in advance of the meeting and you should tell us the name of your chosen companion. The companion may either be a trade union representative or a work colleague.

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

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

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

If you are dissatisfied with the outcome, you may make a formal appeal in writing to Suzanne Bourne, stating your full grounds of appeal, within five working days of the date on which the decision was sent or given to you.

Stage 3

We will hold an appeal meeting within 14 working days of receiving the appeal, where reasonably practicable. This will be dealt with impartially by Suzanne Bourne, who has not previously been involved in the case. You will have the right to bring a companion, as explained above.

We will confirm our final decision in writing, usually within seven working days of the appeal hearing, where reasonably practicable. There is no further right of appeal.

Grievances linked to disciplinary matters

Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.

Grievances raised while you are subject to disciplinary proceedings will usually be heard when the disciplinary process has been completed.

If a grievance has any bearing on the disciplinary proceedings, it will be dealt with as part of the disciplinary hearing or disciplinary appeal, as appropriate.

Disciplinary Procedure

At Busikids, we follow our legal obligations as an employer at all times including dealing with any disciplinary matter in a fair and consistent manner. We have a policy and procedure that set out our process.

Legal obligations

Our legal obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced in April 2009 and updated in 2015. A full copy of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25% or reduced by 25% if the employee does not comply.

Objectives and guiding principles

The objective of this procedure is to set out the standards of conduct expected of all staff and to provide a framework within which our managers can work with employees to maintain satisfactory standards of conduct and to encourage improvement where necessary.

It is our policy to ensure that any disciplinary matter is dealt with fairly and consistently. We will take the necessary steps to establish the facts and to give employees the opportunity to respond before taking any formal action.

This procedure does not form part of any employee's contract of employment and it may be amended at any time. We may also vary this procedure, including any time limits, as appropriate in any case.

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

Minor conduct issues can often be resolved informally between the employee and their supervisor/nursery manager. These discussions should be held in private and without undue delay whenever there is a cause for concern. Where appropriate a note of any such discussions may be held on the employee's personnel file, but will be ignored for the purpose of future disciplinary issues.

Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (due to the serious nature of the allegation against you).

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

The procedure

Our aim is to deal with disciplinary matters sensitively and fairly. All employees must treat all information in connection with the disciplinary procedure and its investigation as confidential.

Where there has been a serious allegation of misconduct or gross misconduct and/or there are serious concerns regarding the employee's capability, we aim to establish the facts quickly and no disciplinary action will be taken until the matter has been fully investigated. The employee will be informed if a formal complaint is made against them, and if necessary they may be suspended on full pay pending the outcome of the investigation and disciplinary procedure.

Stage 1: Investigation

- We will investigate any allegations/concerns quickly and thoroughly to establish whether a disciplinary hearing should be held
- The purpose of the investigation is to establish a balanced view of the facts relating to the allegations against the employee. The amount of investigation will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents

- Investigation interviews are solely for the purpose of fact finding and no decision on the disciplinary procedure will be taken until after the disciplinary hearing
- The employee is not normally allowed to bring a companion to an investigatory interview. However, we may allow them to bring a work colleague or trade union representative in exceptional circumstances and if the employee wishes to be accompanied they should contact Charlotte Angel to discuss the reasons for their request
- If the investigations lead us to reasonably believe there are grounds for disciplinary action, we will write to the employee outlining the allegations against them, the basis of the allegations and the potential consequences. The employee will be invited to a disciplinary hearing to discuss the matter. They will be sent any copies of evidence which may be referred to in the hearing (e.g. witness statements, or a summary of the statements if the witness's identity is to remain confidential, and minutes of meetings).

Suspension

- *If we believe that you may be guilty of misconduct, which we consider to be serious misconduct, where relationships have broken down, or where we have any grounds to consider that our property or responsibilities to other parties are at risk, or where we consider in our absolute discretion that your continued presence at the Company's premises would hinder an investigation, we will be entitled to suspend you on full pay*
- *Any such suspension will normally last only as long as required to enable an investigation into the circumstances giving rise to such belief of serious misconduct to be carried out and any disciplinary hearing to be convened*
- *Any such period of suspension is not a punishment, nor considered as disciplinary action against you, nor does it imply that any decision has been taken about your case.*

Stage 2: Invite to disciplinary hearing

- We will hold the disciplinary meeting to discuss the allegations. The employee will have the right to bring a companion to the meeting and a companion may be a work colleague or trade union representative. The employee must inform us prior to the meeting who their chosen companion is. If their companion is unreasonable, for example, there may be a conflict of interest, we may require the employee to choose someone else
- If the employee or their companion is unable to attend the meeting the employee should inform us immediately and we will arrange an alternative time and date. The employee must make every effort to attend the meeting and failure to do so without good cause may be treated as misconduct in itself.

Disciplinary hearing

- During the meeting we will go through the allegations against the employee and the evidence that has been collated. The employee will be able to state their case and call relevant witnesses (provided the employee gives advance notice and we agree to their attendance) to support the case
- We may adjourn the disciplinary meeting if we need to carry out further investigations and the employee will be given reasonable opportunity to consider new information
- The employee will be notified of the decision in writing, usually within seven working days of the hearing
- If the employee persistently fails to reply to invitations, or persistently fails to attend the arranged hearing without good cause, it may be carried out in their absence and they will be notified of the decision in writing. The employee will retain the right to appeal.

Appeal

- The employee will be given the opportunity to appeal the decision. If they wish to appeal, the employee should state their full grounds in writing and the letter should be sent to Suzanne Bourne within five working days from the date the decision was communicated to them
- The appeal meeting will be conducted impartially by Suzanne Bourne, where possible, who has not previously been involved in the case
- The employee will be able to bring a companion to the meeting and the companion may be a work colleague or trade union representative (as stated above)
- We may adjourn the appeal hearing if further investigations need to be carried out and the employee will be given reasonable opportunity to consider any new information before the hearing is reconvened

- We will inform the employee in writing of our final decision as soon as possible, usually within five working days of the appeal hearing.

There is no legal right to appeal beyond this stage.

Disciplinary penalties

In the first instance, where less serious offences are concerned, we are most likely to give the employee a verbal warning. This warning will be recorded and a copy maintained in the employee's personnel file with a time scale for improvement or to not re-offend.

The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits.

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

First written warning

A first written warning may be authorised by the nursery manager. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on the employee disciplinary record.

Final written warning

A final written warning may be authorised by nursery Principal/Manager. It will usually be appropriate for:

- a. misconduct where there is already an active written warning on the employee record,
- b. misconduct that we consider is sufficiently serious, to warrant a final written warning even though there are no active warnings on the employee record.

Dismissal

Dismissal may be authorised by the nursery Principal/Manager. It will usually only be appropriate for:

- a) any misconduct during the employee probationary period;
- b) further misconduct where there is an active final written warning on the employee record; or
- c) any gross misconduct regardless of whether there are active warnings on the employee record. Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal). Examples of gross misconduct are set out below.

Levels of authority

Nursery Managers have the authority to suspend an employee pending investigation. Only the officer in charge and higher management has the authority to dismiss an employee as set out above.

Gross misconduct

In the case of gross misconduct, the nursery reserves the right to dismiss an employee without notice (or payment in lieu of notice) if, after investigation and a hearing, the management are satisfied that there is sufficient justification for so doing.

Duration of warnings

Under normal circumstances warnings will be valid for the following time periods, although these may vary according to the nature of the occurrence and may therefore be determined by mutual agreement at the time of issue:

- Verbal warning - six months
- First written warning - six months
- Final written warning - 12 months.

On expiry, warnings will be disregarded for future disciplinary purposes.

Alternatives to dismissal

In some cases we may, at our discretion, consider alternatives to dismissal. These may be authorised by (insert management grade) and will usually be accompanied by a final written warning. Examples include:

- Demotion
- A period of suspension without pay
- Loss of seniority
- Loss of overtime.

Examples of gross misconduct

Examples of what would constitute a gross misconduct offence include:

- Failure to inform the employer of a disqualification, either personally or a person living in the same household as the registered provider, or a person employed in that household
- Theft or the unauthorised possession of property belonging to the nursery, its employees or customers
- Assault on any employee or persons associated with the nursery
- Breach of confidence i.e. the divulging of confidential information relating to the nursery, its employees or clients
- Dishonesty, including the use of any funds, expenses or allowances for any other purpose than that for which they have been delegated by the nursery
- Being under the influence of drugs or alcohol whilst on duty
- Serious or persistent breaches of safety rules
- Fraud including falsification of work records and expense claims
- Signing/clocking in or out for another employee
- Physical assault or abuse towards a child e.g. hitting a child in chastisement or harsh disciplinary actions
- Discrimination/harassment in any way against a person
- Persistent failure to follow nursery documentary systems and procedures
- Unauthorised absence from work/unacceptable attendance levels
- Obscene language or other offensive behaviour
- Negligence in the performance of the employee duties.

Further behaviour that could constitute gross misconduct is not limited by the above list.

Examples of misconduct

Examples of what would constitute a misconduct offence include:

- Minor breaches of our policies including the Sickness Absence Policy, Mobile Phone, Smartwatches and Social Networking Policy, and Health and Safety Policy
- Minor breaches of the employee contract
- Damage to, or unauthorised use of, our property
- Poor timekeeping
- Time-wasting
- Refusal to follow instructions
- Excessive use of our telephones for personal calls
- Excessive personal email or internet usage
- Smoking in no smoking areas.

N.B. Some of the misconduct offences above may, dependent on the circumstances and having followed a detailed investigation, also be classed as gross misconduct offences.

Supply Staff

Statement of Intent

Busikids employs a number of permanent staff who work on a shift system of fixed, preset times. To meet the working practices of the nursery Busikids also employs a team of supply staff to help to support the permanent staff and the children on a daily basis (please see Supply Nursery Nurse Job description). The number of supply staff on the team is generally dependant upon the occupancy of the nursery, children's individual needs, the time of year i.e. summer term, staff holidays and absence cover. Recruitment of all staff is assessed and carried out at the owner's/manager's discretion based upon this information. All recruitment is governed by the Staffing and Employment policy.

Legal Framework:

- Statutory Framework for the Early Years Foundation Stage.
- Equality Act 2010 (please refer to the Inclusion and Equality policy).
- Employment Rights.
- National Minimum Wage Act 1998.
- The Asylum and Immigration Act 1996.
- Working Time Regulations 1998.
- Independent Safeguarding Authority (please refer to the Safeguarding policy).

Aims and objectives:

- Supply staff will be hired in line with Busikids recruitment procedure and will meet the suitable person requirements of the Early Years Foundation Stage 2012.
- Supply staff are to provide care and continuity for children and their families.
- Supply staff are to provide support for the permanent members of the team.
- Supply staff will be on a 'zero hours' contract and will not be under any obligation to work fixed hours. Instead Busikids will offer variable hours according to the nursery's requirements which supply staff have the right to refuse to work if they are unavailable.

Implementation of aims and objectives:

- Supply staff will be expected to follow the Supply Nursery Nurse job description.
- All employees are expected to maintain and uphold Busikids policies and procedures.
- Supply staff hours will fluctuate on a weekly basis and as such hours will be allocated on a pro rata basis according to supply staff's individual availability.
- Supply staff will be paid weekly in arrears for their services.
- Notification of hours of work will be given a week in advance although Busikids may from time to time contact a member of the supply team at short notice to ask them to come in to cover an unscheduled staff absence, e.g. sickness.
- Supply staff will not be allocated to a particular room within the nursery, and could be asked to work in any area of the nursery.
- Supply staff will not be expected to maintain children's learning journeys, but are able to implement the room's planning and carry out observations on children
- Supply staff will not be expected to dish food onto red plates (an indication of dietary requirements) but can serve food once it is allocated to a child. Supply staff are expected to sit with the children to maintain the social element of mealtimes and help children if required. On occasion when there are no permanent staff in the room, if supply staff feel comfortable serving all food and accept this responsibility, they may do so, however, they may also ask a member of management to come and help if they so wish.

Continued...

Supply Staff continued

- Permanent staff are paid for the responsibility of the register, maintaining numbers for mealtimes and emergency procedures, however there may be occasion when the room is manned by supply staff. In this scenario, and if supply are happy to do so, they may complete the register, etc. and management will initial to acknowledge. Otherwise a permanent member of staff will be moved into that particular room to help.
- Busikids expects supply staff to attend meetings occasionally so that they may keep up to date with the changing practices of the nursery
- Busikids will send supply staff on courses for their continuous professional development wherever possible.
- All contracts of employment and hours of work are confidential matters between Busikids and the employee.

Staff uniform

Statement of policy

At Busikids, we want staff to work in a safe and comfortable environment. In order to do this, it is vital that staff follow guidelines for uniform.

A smart, well-presented member of staff will also maintain the high reputation Busikids strives to achieve.

Clothes

Staff should conform to the following clothing:

- Flat, enclosed toe and heel, dark shoes (no trainers).
- Classic cut, dark coloured trousers or long shorts. Fashion trousers e.g. leggings and harem pants should not be worn.
- Coat, gloves, sun hat, sun cream etc. as you may be working outside with the children on most days.
- Busikids will loan two polo shirts and a sweatshirt/fleece to each member of staff, dependant on the number of hours they are employed.
- Extra uniform can be purchased from Busikids.

Jewellery

For safety reasons jewellery must be kept to a minimum. Large or looped earrings are not permitted for health and safety reasons.

All visible body piercings (apart from one pair of earrings) must be removed or covered in a suitable fashion whilst at work. This is dependent on the manager's discretion.

Nails should be kept to a reasonable length, not too long, for safety and hygiene reasons. No false nails should be worn.

Supervisions Policy

Statement of intent

As part of our culture of safeguarding and continuous improvement and support for staff we implement supervisions for all our staff following their induction and probation period. The revised Early Years Foundation Stage emphasises regular staff supervision within early years' settings to be a vital element in safeguarding the welfare of children and vulnerable adults. The EYFS also recognises regular supervision plays a part in promoting increased confidence, growth and continuous professional development among the early years workforce.

Legal Framework

The Early Years Foundation Stage: 3.21 and 3.22.

Aims and objectives:

In order to ensure a safe and secure environment which maintains the welfare of the children and staff, Busikids will hold regular supervision meetings. Effective supervision also provides support, coaching and training for the practitioner and promotes the interests of children. Busikids will foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues.

The meetings will allow for a culture of reflective practice, an opportunity for all staff to be included in the discussions to enable Busikids to meet their needs, and a commitment to positive working relationships, allowing for open communication among managers and other staff.

- Supervisions will provide staff with the opportunity to:
 - Discuss any issues, particularly concerning children's development or well-being
 - Identify solutions to address issues as they arise
 - Receive coaching/mentoring to improve their personal effectiveness
 - Develop their own skills in order to progress in their role
 - Discuss any concerns relating to changes in personal circumstances that might affect an individual's ability/suitability to work with children.
 - Share successes
 - Participate in reflective practice
- Measures to support the staff team with supervision and guidance include supervisor meetings, room meetings, management meetings, appraisals, inductions and whole nursery meetings. The frequency of these meetings are:

- Room meetings	every 6-8 weeks
- Nursery meetings	every month
- Management meetings	every 1-2 weeks
- Supervisory meetings	every month
- Supply staff meetings	Once/twice a year
- Appraisals	annually
- Inductions	over a 12 week period at the start of employment

Implementation of aims and objectives:

- Prioritise supervision as an important activity within the nursery
- Provide training and ongoing development opportunities
- Ensure appropriate space is provided for one to one meetings.
- Each meeting will last approximately 30 minutes as agreed prior to the start of the meeting
- An agenda will be followed, with a chance for any other matters to be discussed towards the end

Continued

Supervisions Policy continued

- The minutes of these meetings will be recorded and distributed to those who were absent
- Confidentiality will be adhered to at all times and staff will be reminded of this when discussing sensitive information
- An opportunity for the reflection of personal practice and operational practice
- To build trusting relationships that provide a culture of team working and information sharing
- Any action plans will be formulated and distributed, and an evaluation will occur at the beginning of the following meeting or after an agreed duration
- Among other things, subjects for discussion will include any concerns, sharing successes, a chance for rooms to discuss matters between them, improvement plans, identifying any personal training needs, discuss any safeguarding concerns and children's individual needs
- Room observations and/or peer-on-peer observations will be discussed at the supervisions
- The frequency/length of the meetings may be subject to change depending on the needs of the staff and children. It is the responsibility of the manager to plan time to ensure all staff receive adequate supervision.
- Supervisions are carried out by the directors, manager, deputy manager and room supervisors.
- Dates will only be re-arranged if absolutely necessary and then a new date will be arranged as soon as possible.
- At appraisals, inductions and room meetings there is an opportunity for staff to declare any criminal offences since last DBS or reason for incapability to work with children.
- Ensure all staff are comfortable with the term 'supervision', the reason for the meetings and understand the aims.
- Ensure that supervision is recorded in line with the expectations set out within this policy. Minutes of the meeting will be written and signed by both supervisor and supervisee, and stored confidentially with the supervisee's notes
- Ensure that the prime focus of supervision is the quality of service being received by the children and families
- Ensure the supervisee is clear about how to raise any concerns about the quality of the supervision being received
- Use the supervisory process to learn from good practice and give constructive feedback in order to promote professional development
- Address performance concerns as they arise and work positively with the supervisee to improve practice
- The supervisor of the meeting will take responsibility for their personal development as a supervisor and use their own supervision to reflect on their supervisory practice
- Information shared in supervision sessions is confidential
- The supervision process will be evaluated once a year through staff feedback

Supervisees will:

- Take responsibility for attending one to one supervision or group sessions as set out in their supervision agreement
- Prepare adequately for supervision and take an active part in the process
- Take responsibility for raising any concerns they may have about the quality of the supervisory relationship with the supervisor or if this is not possible, the third party named within the supervision agreement

Staff have a responsibility to ensure that they are available for supervision meetings and that the necessary paperwork is complete. Information shared in supervision sessions is confidential. The supervision process will be evaluated once a year through staff feedback and is used as part of the overall performance monitoring system in the nursery.

Safer Recruitment of Staff

Statement of intent

At Busikids nursery we are vigilant in our recruitment procedures aiming to ensure all people working with children are qualified, able and suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

The Management Team will identify the position to be filled and agree the hours and salary to be offered.

Advertising

- We will advertise any vacancies using either or all the following: reputable newspapers, Hantsweb and other websites or local post office windows and internally within the Nursery on the staff room notice board to
- We ensure that all recruitment literature includes details of our equal opportunities policy and safe recruitment procedures; including the need for an enhanced Disclosure and Barring Service (DBS) check and at least two independent references for each new employee.

Application

- External candidates to email/telephone for job description, person specification form and application form. Personal, educational and professional details of the applicant and relevant qualifications and experience are recorded on the application, plus a written statement of supporting evidence.
- Internal candidates to collect forms supplied with advert in staff room and speak to the Manager as necessary
- All applications to be submitted by the stated deadline

Interview stage

- All candidates are short listed against a preset specification and all applicants will receive correspondence regardless of whether they are successful in reaching the interview stage or not.
- The Principal and the Manager will both sit on the interview panel for a permanent staff vacancy. For supply staff and cleaning staff the Manager will conduct the interview. The Principal and Manager are both involved in the overall decision making.
- Each candidate will spend up to 30 minutes in a playroom, where possible this will be within the room where the vacancy is available, prior to the interview taking place.
- On arrival each candidate will be checked before entering the nursery. All candidates will also be required to prove they are eligible to work in the UK.
- At the interview, all candidates are questioned using the same set criteria and questions. These are formulated around specific areas of childcare, including the safeguarding of children in their care, planning suitable activities to enhance each child's development and their understanding of the legal frameworks applied to childcare and used in the nursery.
- Following the interview, the Principal and Manager will compare notes, study evidence given and decide a rating for each section of the interview. They will liaise with the Room Senior in which the candidate was placed.
- The Principal and Manager will then select the most suitable person for this position based on this combined information and the needs of the nursery.
- The successful candidate will be contacted with a job offer and a start date, with confirmation in writing on behalf of both parties to follow.
- All candidates interviewed will receive communication from the nursery stating whether they have been successful or not.

Continued

Statement of intent

Starting work

- The successful candidate will be offered the position subject to at least two satisfactory references from previous employment or in the case of a newly qualified student, their tutor and a personal or professional reference (e.g. their GP or work experience). These references will be taken up BEFORE employment commences but after the job offer. The written references will form part of their personnel file.
- Prior to employment but after the job has been offered a health check questionnaire may be given to the employee if required by Ofsted, or any special requirements are needed to enable recruitment.
- All new employees must have an up to date DBS (Disclosure and Barring Service) check for Busikids to check. No staff will have **unsupervised** access to any child before this check is proven to be clear.
- There may be occasions when a DBS check is not clear but the individual is still suitable to work with children. This will be treated on an individual case basis and at the manager's/owner's discretion taking into account the following:
 - seriousness of the offence or other information
 - accuracy of the person's self-disclosure on the application form
 - nature of the appointment including levels of supervision
 - age of the individual at the time of the offence or other information
 - the length of time that has elapsed since the offence or other information
 - relevance of the offence or information to working or being in regular contact with children.

If the individual has registered on the DBS system since 17 July 2013 managers may use the update service with the candidate's permission instead of carrying out an enhanced DBS check

- All qualifications will be checked and copies taken for their personnel files.
- All new members of staff will undergo a thorough induction period during which time they will read and discuss the nursery policies and procedures and be introduced to a mentor (usually room supervisor) who will familiarize them to the way the nursery operates.
- During their induction period all new staff will receive information on how to safeguard children in their care and following the Safeguarding policy and procedure, emergency procedures, equality and health and safety procedures/issues.
- The new member of staff will receive regular meetings with the Manager and their mentor during their induction period to discuss their progress and any other matters.

Ongoing support and checks

- All members of staff are responsible to update all relevant personal details regarding their personal circumstances including health as they change and on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties.
- All staff are responsible for notifying the Manager - in person should any circumstances arise that may affect their suitability to work with children. This will include any incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the Manager within a reasonable timescale.
- Each member of staff will receive at least one meeting a year with the Manager for a formal appraisal with informal reviews carried out throughout the rest of the year. This will provide the opportunity for the Manager and member of staff to discuss training needs, performance and any other relevant topics.
- The Manager, Deputy and Room Leaders will be responsible for any support the staff team may have between these reviews. This includes mentor support, 1:1 training sessions, ongoing supervision, work-based observations and constructive feedback.

Continued..

Safer Recruitment of Staff continued

The legal framework

- Busikids abides by all legal requirements relating to safe recruitment from the Early Years Foundation Stage and accompanying regulations.
- The Nursery also abides by the employer's responsibilities relating to informing the Disclosure and Barring Service of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. Please refer to the safeguarding policy for further information.

Confidentiality

The nursery's work with children and their families will bring us into contact with confidential information. It is a legal requirement of the nursery to hold information about the children and families using the nursery and the staff working at the nursery. This information is used for registers, invoices and for emergency contacts. All records will be stored in a secure cabinet in line with data protection registration.

Legal requirements

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) March 2014 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery
- We follow the requirements of the Data Protection Act (DPA) 1998 and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

It is our intention to respect the privacy of children and their families and we will do so by:

- Storing confidential records in a secure filing cabinet.
- Ensuring that all staff are aware that this information is confidential and only for use within the nursery.
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Gaining parental permission for any information to be used other than for the above reasons.
- The staff, through their close relationship with both the children and their parents, learning more about the families using the nursery. All staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought.
- Staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- Staff induction includes an awareness of the importance of confidentiality in the role of the key person. If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal.
- All volunteers and students on placement in the nursery are advised of our confidentiality policy through induction and required to respect it.
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions.

Continued...

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. If, however, a child is considered at risk, our safeguarding children policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well being of the child.

Admissions Policy

Busikids Nursery is registered for 72 children between the ages of 3months and 5years of age, in conjunction with the Statutory Requirements of the Early Years Foundation Stage.

The above statement is taken from the Ofsted registration document and is the overriding policy in respect of admissions.

Other matters taken into account when deciding if a child can be offered a place in the nursery are:-

1. Looked after children
2. A child known by the local authority to have special educational needs and/or a disability (SEND) and whose needs can be best met at the preferred nursery
3. A vulnerable child with either a Child Protection or a Child in Need Plan or Local Authority/Common Assessment Framework
4. Children who have siblings who are already with us
5. Children whose parents live within the area.
6. Extenuating circumstances affecting the child's welfare or the welfare of their family
7. A child requiring a full time place may have preference over one requiring a part time place, this is dependent upon work commitments, occupancy, and room availability
8. Availability of spaces taking into account the staff/child ratios, the age of the child and registration requirements.

We operate an inclusion and equality policy and ensure that children have access to nursery places and services irrespective of gender, race, religion, colour or creed.

Prior to a child attending nursery, parents/carers must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, dietary requirements, fees and sessions, contact details for parents/carers, doctor's contact details, health visitor contact details, allergies, parental consent, vaccinations etc.

All settings registered to accept government funding (detailed in the code of practice) must offer free places for two and three to five year olds for early learning sessions specified by the local authority. At Busikids, we currently provide a limited number of free funded places available for children subject to availability. These places will be allocated on a first come, first served basis and can be booked a term in advance. Please note for admissions for the free nursery education we have a termly intake, beginning the term following your child's second/third birthday.

When you register your child for their funded place we will discuss your needs and, as far as possible with availability and staffing arrangements, we will accommodate your wishes.

Payment contracts explained

Payment is due in advance of attendance, on the 1st of every month for that month.

We accept payment using cheque, cash or bank transfer. We accept childcare vouchers, please speak with Suzanne Bourne if you have any questions regarding these.

Teacher Contracts

We have a limited number of teacher contracts available across the nursery.

Standard fees apply to Hampshire term time dates.

Half fees are payable during Hampshire school holidays. Attendance during school holidays will be charged at full fees.

Notice is required to inform Busikids of any sessions you wish to attend during school holidays, so that we may staff accordingly.

2 Year Old Early Years Education Government Funding

The government will pay for 15 hours each week, for 38 of the 39 weeks of the school year. Therefore, you will not be entitled to Government funding during the first week of the academic calendar in September each year.

There are criteria you must meet to be able to claim this funding. If you think you may be entitled, please speak with the Manager who will complete an online check for you. You will need to bring your National Insurance number with you.

We are able to offer a limited number of term time only places.

If you attend more than 15 hours, you will be required to pay the advertised fees for any extra attendance. All meals are included.

3 and 4 Year Old Early Years Education Government Funding

The government will pay for 15 hours each week, for 38 of the 39 weeks of the school year. Therefore, you will not be entitled to Government funding during the first week of the academic calendar in September each year.

We are able to offer a limited number of term time only places. We also have limited options of start and finish times for sessions. These are 8am, 9am, 12pm, 1pm, 4pm, and 6pm.

If you attend more than 15 hours, you will be required to pay the advertised fees for any extra attendance. In pre-school, there is a charge for the lunch of £3.50. All other meals are included.

All contracts are subject to Busikids term and conditions, and availability.

Settling In

We aim for children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with staff. We also want parents/carers to have confidence in both their children's well being and in their own role as active partners, with the child being able to benefit from all that the nursery has to offer.

We aim to help parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families.

The nursery staff will work in partnership with parents/carers to settle their child into the nursery environment by:-

- Welcoming parents/carers to stay with their child during the first few sessions until the child feels settled and the parents/carers feel comfortable about leaving him/her. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing
- Planning at least 2 settling in visits (lasting approximately 1-2 hours) prior to the start date. These will be provided free of charge over a one or two week period dependent on individual needs, age and stage of development.
- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and looks after the child and his/her parents during the settling in period, and throughout his/her time at the nursery to ensure the family has a familiar contact person to assist with the settling in process.
- If the parent requests a particular key person, or the child does not seem to be settling and bonding with the allocated key person, Busikids will discuss this with the key person and parents and allocate a different key person, especially if the child is bonding better with the other person.
- Providing parents/carers with relevant information regarding the routines, policies and procedures of the nursery.
- Asking for a comprehensive overview of the child's family life, routines, likes and dislikes, during the settling in visits, in order to help children feel more secure and comfortable.
- Ensure all parents/carers are aware of their right to telephone Busikids regarding their child at any time whilst they are here and to be sure of having an honest account of how their child is settling in.
- Encouraging parents/carers, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences as each individual need dictates.
- Reassuring parents/carers whose children seem to be taking a long time settling into the nursery.
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in.
- Children will not be taken on an outing from the nursery until they are completely settled.
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported

Key Person Job Description

Children learn to be strong and independent through positive relationships. (DfE, 2012, p.3).

The Early Years Foundation Stage (EYFS) Statutory Framework specifies each child must have a key person to support each child in safeguarding and welfare. Children will be treated as individuals with their personal needs being catered for, from developmental, emotional and well-being aspects.

A positive relationship will enable a secure attachment. This can be developed by offering the child reassurance to feel safe and cared for, spending time interacting with the child, acknowledging their interests, building relationships with their parents, responding sensitively to the child's needs

The key person will:

- Build a rapport with their child's family, receiving them and handing over to them whenever it is practicably possible, in order to be able to support the child and family with development at home.
 - Create family books and use initiative to provide a welcoming environment
 - Build a relationship with the child, being aware of their individual needs at all times, supporting them with personal, social and emotional needs, and creating a strong attachment.
 - Plan for the child's development, using the EYFS as a guide to support
 - Plan meaningful and developmentally appropriate next steps, using your knowledge to incorporate the child's interests wherever possible
 - Seek help and advice when needed if you are concerned about any children within your key group.
 - Offer support and guidance to the child and their family during times of transition
 - Where possible, be responsible for their child's personal needs, e.g. nappy changes, potty training, feeding, bottles.
 - Be responsible for settling visits for their child, and welcoming the family into the nursery
 - Complete all necessary paperwork, including planning, transfer forms, entry records, learning journeys
 - Ensure that all important information is always communicated to the rest of the staff in the room
 - Help the parents to engage in specialist support if required, with the help of the SENCo.
 - Follow the planning cycle clearly, ensuring there are sufficient entries in the learning journey (approximately 4 pieces of own work a month, 1 or 2 short observations a week, 5 photos every 2 months, and 1 long obs every 3 months - entries to reflect the attendance of the child) to evidence progression and support planning for next steps; clearly plan next steps and write on the planning sheet; add adult led and child initiated activities to the planning sheet; complete observation to confirm next steps have been achieved, making this clear in the learning journey.
- Always refer to the planning sheet!**

Nutrition and Mealtimes

Meal times should be a happy, social occasion for children and staff alike. Positive interactions should be shared at these times and enjoyed. Busikids is committed to offering children healthy, nutritious and balanced meals and snacks which meet the individual's needs and requirements.

We will ensure that:-

- A balanced and healthy morning snack, midday meal and tea are provided for children attending a full day at the nursery.
- Menus will be planned in advance, rotated regularly and reflect cultural diversity and variation. These will be displayed for parents in the rooms and outside the kitchen.
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings.
- Menus will include at least three servings of fresh fruit and vegetables per day and will follow recommended nutritional guidelines.
- Parents and children will be involved in menu planning.
- All meals are prepared on site at the nursery, unless the cook is of and a reputable company will supply the meals adhering to all health and safety guidelines and the dietary requirements of all the children within the nursery.
- Fresh drinking water will be constantly available and frequently offered to children and babies.
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods
- Fresh milk will be offered to all children during snack times.
- Individual dietary requirements will be respected. We will gather information from parents regarding their children's dietary needs including any allergies. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual diet plan for their child.
- All children with dietary requirements will have their food served on a red plate. This is distinguishable for staff but will not draw attention to the child in any way.
- If the wrong food is eaten by a child we will follow guidelines as per their dietary requirements sheet alongside the parents' wishes. In the event of an emergency, i.e. anaphylactic shock, the epipen will be used as per instruction and an ambulance and parents called. Please refer to the Allergic reaction and prevention Policy within this book.
- Only permanent staff will serve any food requiring a red plate.
- We have a food hygiene policy and all staff involved in preparing and handling food will receive training in food hygiene.

Continued...

Nutrition and Mealtimes continued

- Staff will show sensitivity in providing for children's diets and allergies. They will not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy.
- Staff will encourage the children to learn about good table manners. Meal and snack times will be organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children will be encouraged to use their manners and say 'Please' and 'Thank you' and conversation will be encouraged.
- Staff will use meal and snack times to encourage children to develop independence through making choices, serving food and drink, and feeding themselves. Staff will support children to make healthy choices and understand the need for healthy eating.
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Cultural differences in eating habits are respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his food removed without any fuss and be offered food later in the day.
- If a child does not finish his first course, he/she will still be given a small helping of dessert.
- Children not on special diets will be encouraged to eat a small piece of everything.
- Children who are slow eaters will be given time and not rushed.
- Quantities offered will take account of the ages of the children being catered for.
- We will promote positive attitudes to healthy eating through play opportunities and discussions.
- The nursery will provide parents with daily written records of feeding routines for all children under 18 months and verbally for all older children.
- No child is ever left alone when eating/drinking to minimise the risk of choking
- The temperature of the food being served is checked to minimise scalding the child in any way. Temperatures should be between 47 and 51 degrees Centigrade as a maximum, when cooling down the meal. This forms part of our daily risk assessments.
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at mealtimes to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song

Nutrition and Mealtimes continued

- We do allow parents to bring in cakes on special occasions. We ensure that all food brought in from parents meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure. Cakes/food brought in from home is given out to the children when their parents/carers collect so that the adults may use their discretion on whether the food is to be consumed.
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the Environmental Health Officer and the Food Standards Agency on 020 7276 8448 in accordance with the Food Standards Act 1999 and follow any advice given.

Allergic Reaction and Prevention

At Busikids nursery we are aware that children may have allergies which may cause allergic reactions.

We will follow this policy to ensure allergic reactions are prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

When each child is registered the Information and Medical Form must be completed by the child's carer or parent to record any information relevant to all known allergies, including very specific details of the allergen, allergy, the symptoms and severity of the allergic reaction and the steps to be taken by staff in the event of a reaction occurring whilst at Busikids.

This information must include all documentation from the appropriate health and other professionals; for example, GP, dietician or other specialists.

The form includes a signed declaration by the parent/guardian that the form contains **all** information currently known to them regarding any allergies or intolerance suffered by their child and an undertaking to inform Busikids immediately, **verbally and in writing**, of any changes to treatment, intolerance or allergy.

All allergies are recorded on a board in the Managers office, in the kitchen and each relevant play room at all times. They are also displayed on a poster in each relevant room.

The section of the registration form, "dietary information", records any food a child is allergic to or otherwise prevented from eating due to a medical condition or family preference. This is recorded in the children's files, daily register and on the notice board in the kitchen.

Dietary requirements are written in detail on the meal numbers board each day so that alternative meals can be prepared by the Nursery Cook. Red plates are provided for children with dietary requirements and **all** their meals are served on this colour plate. This means that staff will double check the food that the child is given is appropriate for them to eat.

If a child's requirements deem that they cannot have the food that the other children are having, their own food will be cooked separately by the Nursery Cook and served on a labelled red plate.

Food Information Regulations 2014

From 13 December 2014, we will incorporate additional procedures in line with the Food Information Regulations 2014 (FIR).

- We will display our weekly menus on the Parent Information Board and will identify when the 14 allergens are used as ingredients in any of our dishes.

Any skin or other allergies are recorded in Busikids care routines information, and are also displayed on a poster in the relevant play room.

Only staff employed by Busikids on a permanent basis will be allowed to serve food to the children, and only once they have been told they are able to do so by a senior member of staff. If there are no staff within the room able to give out food then a senior member of staff will make arrangements to have the meals served.

If a member of staff is ever in any doubt they must check with the Manager and the child's' records before giving substance in question.

Any person who does not follow the above procedure will be liable to disciplinary action.

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

- if a child has an allergic reaction to food, a bee sting, plant etc, a First Aid trained member of staff will administer the appropriate treatment and parents must be informed

continued...

Allergic Reaction and Prevention continued

- If this treatment requires specialist treatment, e.g. an EpiPen, then at least two members of staff will receive specific medical training to be able to administer the treatment to each individual child.
- A sick child needs their family above all; therefore every effort will be made to contact a family member as soon as possible.
- If the allergic reaction is severe, a member of staff will summon an ambulance immediately.
DO NOT attempt to transport the sick/injured child in your own vehicle.
- Whilst waiting for the ambulance, the emergency contact will be contacted to arrange to meet them at the hospital.
- A senior member of staff must accompany the child together with registration forms, relevant medication sheets, medication and child's comforter.
- Staff must remain calm at all times; children who witness an allergic reaction may well be affected by it and may need lots of cuddles and reassurance.

Accident and First Aid

Accidents can be very distressing to anyone involved, so at Busikids we ensure that we follow this policy and procedure to ensure all parties are supported and cared for, and their health, safety and welfare is protected throughout their time in the nursery.

Accidents

Location of accident files - Managers Office

- the person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. They must record it on an Accident sheet and report it to the manager. This should be done as soon as the accident is dealt with, while the details are still clearly remembered. The parents must be shown the Accident Report and asked to sign it as soon as they collect their child
- the nursery manager must report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- The nursery manager reviews the accident forms *monthly/*termly for patterns, e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the nursery manager and all necessary steps to reduce risks are put in place
- the Accident File will be kept for at least 21 years and 3 months
- we have risk assessments in place for swine flu, anaphylactic shock and asthma
- where medical attention is required a senior member of staff should notify the parent as soon as possible whilst caring for the child appropriately
- where medical treatment is required the nursery manager will also inform the insurance company in writing
- the nursery manager will risk assess all accidents
- the nursery manager will report any serious accident, illness or injury, or death of any child while in their care, and of the action taken to Ofsted where necessary, as soon as possible and within 14 days of the incident occurring
- Parents/carers give permission for emergency treatment via the parent contract form
- If a child comes in from home with a mark or we are informed they have had an accident at home, then it will be recorded on an accident form and the office informed, for safeguarding reasons.

First Aid

The first aid boxes are located in: The Milk Kitchen, Main Kitchen, Penguin creative area, Monkey room, the Pre-school staff toilet, and the Staff room. The First Aid boxes are checked regularly to ensure they are fully equipped. The person responsible for this is Vicky Wakeling.

Most of the staff at Busikids are trained in paediatric first aid and this will be updated every three years to ensure this remains current.

Continued

Accident and First Aid continued

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

When children are taken on an outing away from our nursery, we will always ensure at least one member of staff is trained in first aid and who will carry an appropriate first aid box and mobile telephone at all times.

Transporting children to hospital procedure

The nursery manager/staff member must:

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

Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during care tasks that involve contact with bodily fluids. PPE is also provided for the handling of chemicals and other tasks. This is chosen according to need and will be regularly reviewed to ensure it is suitable and effective. Staff receive regular training in health and safety procedures.

Dealing with blood

Always take precautions and wear gloves when cleaning wounds as some conditions such as Hepatitis or the HIV Virus can be transmitted via blood.

Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat Milton or freshly diluted bleach (one part diluted with ten parts water). Such solutions must be carefully disposed of immediately after use in the yellow sacks for bodily fluids.

The nursery will not necessarily be aware if there is a child carrying Hepatitis or is HIV Positive on their register.

Dealing with sharps

If there is a need to use a needle for an injection, e.g. an epipen, or there is any other sharp implement contaminated by bodily fluids, then this must be disposed of in the sharps bin. This is located in the laundry room, and the office must be informed so that they contact the local authority to dispose of it.

Please also refer to the

- Safeguarding policy
- Partnership with parents policy
- RIDDOR policy

Nappy Changing

Statement of policy

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

Our procedures meet best practice identified by the Health Protection Agency (2011) in 'Best practice advice for nurseries and childcare settings'.

We will enable a two-way exchange between parents and key persons so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs. Parents will be engaged in the process of potty training and supported to continue potty training with their child at home.

We will use appropriate designated facilities for nappy changing which meet the following criteria:

- Facilities are separate to food preparation and serving areas and children's play areas
- Changing mats have a sealed plastic covering and are frequently checked for cracks or tears. If cracks or tears are found, the mat is discarded. Disposable towels/roll are placed on top of the changing mat for added protection
- Clean nappies are stored in a clean dry place; soiled nappies are placed in a 'nappy sack' or plastic bag before being placed in a yellow sack in the bin. Bins are sealed, regularly emptied and placed in an appropriate waste collection area. Each child should have their own creams and lotions for any non-prescription cream for skin conditions e.g. Sudocrem. These are supplied by the parent/guardian and must be clearly labelled with the child's name. Prior written permission is obtained from the parent. When applying creams for rashes, a gloved hand is used.

Staff changing nappies will:

- Use PPE for each nappy change and always wash hands before and after using gloves
- Clean disinfect and dry mats thoroughly after each nappy change; disposable towels/roll must be discarded after each nappy change
- Ensure they have all the equipment they need and access to fresh water before each nappy change.

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

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works and who they will be working with
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
- Training all staff in the appropriate methods for nappy changing
- Ensuring that no child is ever left unattended during the nappy changing time
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted; and that students only change nappies with the support and close supervision of a qualified member of staff

Continued...

•

Nappy Changing continued

- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the parent and carers as partner's policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- Operating a whistle blowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- Conducting regular risk assessments of all aspects of nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about nappy changing procedures or individual routines, please see Louise McGarry, Charlotte angel or Vicky Wakeling at the earliest opportunity.

This policy is to be used alongside the intimate care policy.

Nappy Changing Routine

- Each child's nappy should be changed by their key worker whenever possible.
- Disposable gloves must always be worn. Disposable aprons are provided for use as needed.
- Only use child's own wipes, nappies and cream, which can be found in their named basket.
- Fold nappies up tightly, seal and dispose of in a nappy bin (yellow sacks).
- Wipe down changing mat and surrounding area with antibacterial spray after each change.
- Wash hands thoroughly with bacterial soap before leaving the nappy area.
- Note down time of change, wet/soiled and staff's name in the child's care note book.

Stock up each child's basket at the end of each day.

Inform parents as stocks get low.

Weaning

Statement of policy

At Busikids, we care for all children's development, and this includes ensuring they receive a balanced diet and nutrition to enable their growth both physically and mentally. We recognise that this starts from birth and as soon as babies are ready to begin weaning, we will follow current practices and research to provide them with a balanced diet. We acknowledge parents as the child's primary carer and will work closely with them regarding their child's needs.

Busikids follows the Statutory Framework for the Early Years Foundation Stage which states:

Where children are provided with meals, snacks and drinks, they must be healthy, balanced and nutritious (DfE, 2012, 3.45).

Signs of weaning:

- After a full milk feed, baby cries or demands more
- Baby finds it harder to wait until the next feed, and becomes irritable and chews their hands
- Where they've previously slept through the night, they now wake up for a feed
- Daytime sleeps become more erratic too – not settling down or waking up early from naps
- Baby looks fascinated when you eat, and perhaps tries to reach for the food you're holding
- Always seek advice to be sure, do not automatically assume weaning is required without ruling out other possibilities

Aims and objectives:

- To work closely with parents regarding the individual needs of each child.
- To keep up to date with current advice regarding weaning.
- To provide a healthy, balanced and nutritious diet (a high fat, low fibre diet) for babies, which is different to the diet required for older children, whilst they are weaning.
- To maintain food hygiene training.
- To liaise with the health visitor, or other professionals as necessary.
- We will take great care to follow all guidelines for weaning, including the four stages of weaning.
- The Department for Health recommends weaning from 6 months. Solids should not be introduced before 4 months of age, and all babies should have started on solids by the age of 6 months, exceptions may include where a baby was born prematurely, health visitor's advice should be obtained.
- Weaning will not be rushed and the nursery will follow the pace of the child and wishes of the parent.

Implementation of aims and objectives:

- Parents will decide when their baby is ready for weaning.
- The nursery will follow all of the parent's wishes regarding dietary requirements, within reason.
- When it comes to weaning, parents can decide whether to bring in their own foods or whether they would like the nursery to provide the foods.
- All foods shall be prepared and stored safely in accordance with the Safer Food, Better Business guidelines.
- Food will never be reheated partially, and must always be steaming. It will never be reheated more than once.
- Food will never be re-frozen.

Continued...

Weaning continued

- The nursery will provide all suitable equipment including appropriate spoons, bowls, blender, etc.
- Staff will be patient when introducing foods as food may be a very strange feeling to a baby.
- The nursery will ensure a variety of foods is presented to the baby
- Milk remains crucial at this time as it ensures the nutrients are still being received.
- First foods should be gentle in texture and mild in flavour, and gradually built upon
- Once babies are competent in eating solid food, a variety from all 4 food groups will be included daily into the weaning diet. The 4 food groups are starchy foods – potatoes, rice, pasta, bread and other cereals; meat, fish, eggs, pulses; fruits and vegetables; full fat yoghurt and cheese.

For further information please refer to the weaning guides in the staff room/office.

Caring for Babies

At Busikids, we care for children under the age of two and ensure their health, safety and well-being through the following:

- Children under the age of 18 months have a separate base room and are cared for in small intimate groups. We ensure that younger children have opportunities to have contact with older children whilst at nursery
- At least half of the staff team caring for children under the age of 18 months will have undertaken specific training for working with babies
- 'Home from home' routine is followed wherever possible to minimise disruption and confusion for baby and their family.
- Care is taken to ensure that babies and toddlers do not have access to activities containing small pieces, which may be swallowed or otherwise injure the child
- The environment and equipment are checked daily before the children access the area. This includes checking the stability of cots and areas around, low/highchairs and ensuring restraints on these, pushchairs and prams are intact and working
- Outdoor shoes are removed or covered when entering the baby area(s). Staff remind parents and visitors to adhere to this procedure
- Babies and toddlers have their nappies changed according to their individual needs and requirements by their key person wherever possible
- Information will be shared between parents and the key person about nappy changing
- Changing mats are wiped with anti-bacterial cleanser before and after every nappy change
- Each baby must have his/her own bedding which is washed daily and when necessary
- Cot mattresses meet safety standards
- Children under 18 months are not be given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation
- We follow all cot death prevention/safety guidelines and advise parents of this information.
- Sheets or thin blankets will come no higher than the baby's shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the baby's head
- Children's individual sleeping bags may be used in consultation with parents. These are washed at least weekly and when necessary
- Cots are checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. fly nets, cables)
- All low/highchairs used for feeding are fitted with restraints and these are used at all times. Children are never left unattended in high chairs. Restraints are removed and washed weekly or as needed
- No child is ever left unattended during nappy changing time
- Babies are never left propped up with bottles as it is both dangerous and inappropriate
- Babies sleeping outside have cat/fly nets over their prams and prams must lie flat so children are supported. Blankets/Muslins must not be used as fly nets.
- Sleeping children are supervised at all times
- Checks on sleeping babies are completed every 15 minutes. This may increase to five minutes for younger babies and or new babies. Checks are documented with the time and staff initials on the sleep check form
- Staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students only change nappies with the support and close supervision of a qualified member of staff
- Where food/milk is prepared for babies there is a separate kitchen which is specifically designated for this preparation
- Bottles of formula milk are only be made up as and when the child needs them. These should be cooled to body temperature, which means they should feel warm or cool, but not hot, and should be tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely

continued...

Caring for Babies continued

- Following the Department of Health guidelines, we only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated
- We offer cooled boiled water to babies under 6 months drink, which is stored for no longer than 24 hours in a jug with a lid. After 6 months, we consult with parents about offering tap water to drink.
- Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher)
- Contents of bottles are disposed of after two hours
- Labelled mothers' breast milk is stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped
- All dummies are stored in separate labelled containers to ensure no cross-contamination occurs
- Sterilisers are washed out and cleaned daily
- Children transfer to the older age group when assessed as appropriate for their age/stage following our agreed transition and settling procedures.

Sun Care

Statement of policy

Busikids is committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

Aims and objectives

The following guidelines are for the prevention and care of children in the sun:

- Parents will be advised of our sun care policy during the settling in visits.
- Children must have their own named sun cream. Busikids will obtain prior consent for staff to apply sun cream, as well as noting the expiry date and parent's advice on the frequency for which they would like it applied. This enables children to have sun cream suitable for their own individual needs.
- Busikids will provide a minimum of factor 50 sun cream, preferably sensitive. If the parents prefer to provide sun cream for their child due to skin allergies, then we ask that the bottle is named.
- Should parents forget a child's sun cream, Busikids will have sun cream so as not to exclude the child from nursery activities. This will need the parent's separate consent.
- Staff will use the sun cream application chart to ensure no child is missed when applying sun cream and that it is applied at regular intervals according to uv levels on the day, instructions on the bottle and the parent's wishes.
- Children must have a clearly named sunhat which will be worn at all times whilst outside playing in sunny weather.
- Children need light-weight cotton clothing suitable for the sun, with long legs and long sleeves if prone to sunburn.
- Children's safety outside in the sun is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided.
- Children are offered cooled water more frequently throughout sunny or warm days.
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun, through the curriculum.
- Staff will make day-to-day decisions about the length of time spent outside dependant on the strength of the sun. This will be ascertained according to UV reports on the weather reports.
- Shade will be provided in the form of a gazebo, trees, and two awnings to ensure children are able to cool down or escape the sun should they wish or need to.
- Staff will wear hats when outside and apply sun cream, provided by Busikids. This is for their own protection and also to role model safety in the sun to the children.

Outdoor play

Statement of policy

At Busikids, we are committed to the importance of outdoor play and physical development in all children regardless of their age and stage of development. All activities will be made accessible to children with learning difficulties and disabilities to ensure all children are able to freely and independently use the outdoor area and physical play opportunities to best effect.

Children need regular access to outdoor play in order to develop their large and small muscles, experience an environment that is different to the inside of the nursery and more importantly access sunlight in order to absorb vitamin D more effectively.

The outdoor areas, both within the nursery and in the local community have a wealth of resources which help children develop in a variety of ways, including independence, exploration and investigation skills, risk taking and self-esteem all of which support children to develop skills for now and for the future.

Aims and objectives

The nursery will ensure all areas are safe and secure and stimulating through:

- Robust risk assessments and safety checks.
- Parents permission is sought before any child leaves the nursery during the day for an outing (please see our outing policy).
- All outdoor play opportunities and outings will complement the indoor activities and provide children with both adult-led and child-initiated opportunities (wherever appropriate) to enable children to learn and practice new skills, knowledge and behaviours.

Arrangements for implementing aims and objectives

The nursery will implement the aims and objectives by:

- Carrying out daily risk assessments and constantly evaluating any potential risks and notifying the manager of them.
- Staff will be trained in basic health and safety and carrying out risk assessments via a thorough induction and regular in-house and external training.
- All equipment and resources will comply with up to date safety standards (please see our equipment and resources policy).
- All staff and children regularly participate in monitoring and evaluating the outdoor provision to ensure all children's needs are being met.
- Some planning with regard to outdoor play provision will be implemented, taking into consideration children's individual developmental needs. This will be informed using observations taken from outdoor play.
- Parents will be kept informed of their child's learning both outside and indoors.
- The outside area will be zoned to afford the children more opportunities to play and learn.
- Staff to participate in outdoor play, specifically role-modelling, scaffolding children's learning and sustained shared thinking.

The nursery will use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside.

- Health and Safety
- RIDDOR
- Sun care
- Lost child policy
- Parents and carers as partners
- Equipment and resources policy
- Outing policy
- Safeguarding children

Physical Intervention

Statement of policy

Busikids believes that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment in which children can develop self discipline and self esteem in an atmosphere of mutual respect and encouragement where children learn to respect themselves, other people and their surroundings (please refer to the Behaviour policy).

All staff aim to help the children take responsibility for their own behaviour by:

- Positive role modelling
- Planning a range of interesting and challenging activities
- Setting and enforcing appropriate boundaries and expectations
- Providing positive feedback

Busikids will do all it can to avoid using restrictive physical intervention, however, there are very few occasional times when a child's behaviour presents particular challenges that may require physical handling.

Definitions

This policy will refer to three main types of physical handling:

Positive handling – The positive use of touch is a normal part of human interaction. Touch might be appropriate in a range of situations:

- Giving guidance to children (such as how to hold a paintbrush)
- Providing emotional support (such as placing an arm around a distressed child)
- Physical care (such as first aid or toileting)

Staff must exercise appropriate care when using touch (please refer to the child protection and intimate care policies).

Physical intervention – Physical intervention can include mechanical and environmental means such as highchairs, or stair gates. These may be appropriate ways of ensuring a child's safety.

Restrictive physical intervention – This is when a member of staff uses physical force intentionally to restrict a child's movement against his or her will. In most cases this will be through the use of the adult's body rather than mechanical or environmental methods.

This policy refers mainly to the use of restrictive bodily physical intervention and is based on:

- DfEE circular 10/98
- DfES/Dept of Health (2002)
- Hampshire County Council
- Health & Safety at Work Act 1974 & 1999)
- Criminal Law Act 1967

Continued....

Physical Intervention continued

Aims and Objectives

- Restrictive physical handling will only be used in the context of positive behaviour management approaches
- Restrictive physical intervention will only be used in extreme circumstances, e.g. if a child is at risk of causing injury to another child/adult, or at risk of causing harm to his/herself, or of causing significant damage to property, or there is suspicion that any of the above could happen.
- Restrictive physical intervention may also be used if a child is attempting to leave the nursery and they would be at risk to do so.
- Firstly, methods referred to in the Behaviour policy will be implemented, then a simple call to 'stop!' Restrictive physical intervention will be used as a last resort.
- If restrictive physical intervention is required, reasonable minimal force will be used, i.e. minimum force necessary according to the circumstances and for the minimum amount of time.
- There may be occasions when staff feel restrictive physical intervention would make a situation worse, and therefore not use it, but use alternative protective and preventative measures, e.g. make the area safe by removing children/adults/equipment, seek help from another appropriate adult or outside agency.
- Restrictive physical intervention will never be used out of anger, as a punishment or as an alternative to other measures which are less intrusive but as effective.
- Busikids considers the child's holistic development and realises their emotional well-being will be taken into consideration.
- Following an incident where restrictive physical handling is required, a risk assessment will be carried out. This will enable staff to plan appropriate responses for the future.
- The risk assessment will be used to inform an individual behaviour plan.

Arrangements for implementing aims and objectives

- The key person, room supervisor, deputy manager, manager or principal can use restrictive physical handling. However, in an emergency situation any member of staff can use restrictive physical intervention as long as it is in line with Busikids policies and procedures.
- Should staff be aware of a child with SEN who is likely to need restrictive physical handling then provisions will be made beforehand to allocate a key person and other member of staff who are trained in managing behaviour and other needs, and be able to offer stability and continuity of care for the child.
- Staff will receive regular behaviour management and restrictive physical handling training.
- A risk assessment will assess what the risks are; who is at risk and how; what can be done to manage the risk.
- The individual behaviour plan will include an understanding of what the child is trying to achieve or communicate through their behaviour; how the environment can be adapted to better meet the child's needs; how the child can be taught and encouraged to use new, more appropriate behaviours; how the child can be rewarded when he or she makes progress; and how staff respond when the child's behaviour is challenging, e.g. humour, distraction, offering choices and relocation.
- Staff will liaise closely with the child's parents/carers, and other outside agencies, and attend all planning meetings.
- Confidentiality will be maintained at all times and permission will be sought for information sharing where applicable.
- Any use of restrictive physical handling will be recorded on an accident/incident/physical handling form, parents will be asked to sign this and the incident will be reported to the nursery manager or principal.
- Staff will support and offer comfort

Curriculum Development Statement

We set out to assist all children attending the nursery to attain their maximum potential within their perceived capabilities. An individual record of each child's development is maintained, showing their abilities, progress and areas needing further staff or parental assistance. We acknowledge that children learn in different ways and at different rates and plan for this accordingly.

The staff are very aware of the importance of the positive play environment for the child so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural society. Planning of the learning experience by the staff is further designed to ensure, as far as practical, equality of opportunity between all children and celebrates diversity.

We maintain a personalised record of every child's development, showing their abilities, progress, interests and areas needing further staff or parental assistance.

For children whose home language is not English, we will take reasonable steps to:

- Provide opportunities for children to develop and use their home language in play and learning and support their language development at home; and
- Ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS, ensuring that children are ready to benefit from the opportunities available to them when they begin year.

We ensure that the educational programmes are well planned and resourced to have depth and breadth across the seven areas of learning. They provide interesting and challenging experiences that meet the needs of all children. Planning is based on a secure knowledge and understanding of how to promote the learning and development of young children and what they can achieve.

We implement the Early Years Foundation Stage (EYFS) set by the Department for Education that sets standards to ensure all children learn and develop well. We support and enhance children's learning and development holistically through play-based activities. We review all aspects of learning and development and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop tailor-made activities based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-led and child-initiated opportunities both indoors and outdoors.

Direct observation is supplemented by a range of other evidence to evaluate the impact that practitioners have on the progress children make in their learning including:

evidence of assessment that includes the progress of different groups of children:

- assessment on entry, including parental contributions
- two-year-old progress checks (where applicable)
- on-going (formative) assessments, including any parental contributions
- the Early Years Foundation Stage Profile (where applicable) or any other summative assessment when children leave.

We acknowledge parents as primary educators and encourage parental involvement as outlined in our Parents and Carers as Partners policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

Continued...

Curriculum Development Statement continued

We share information about the EYFS curriculum with parents and signpost them to further support via the following websites:

www.foundationyears.org.uk/

www.education.gov.uk/schools/teachingandlearning/curriculum/a0068102/early-years-foundation-stage-eyfs

We acknowledge parents as primary educators and encourage parental involvement as outlined in our parents as partner's policy. We build home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

We ensure staff are kept up to date with their training in order to provide the best practice for our children.

Planning Cycle

Within the nursery we use the planning cycle of Review, Plan, Do, Review. This is illustrated within the planning cycle. We watch what the children are doing, plan for their next steps by planning activities that further develop their learning. Do the activities with the children and observe what they are doing and whether the learning intentions were met, by reviewing the activities and then we start at the beginning again.

Policy on Partnership with Parents

Busikids recognizes that working in partnership with parents is of major value and importance in enabling the provision of a happy, caring and stable environment for both children and their parents. We aim to form a good relationship with parents so that information regarding their children (be it developmental, social or health related) can be exchanged easily and comfortably.

We strongly believe that parents are the first educators of their young children. The aim of the nursery is to support their essential work, not to supplant them.

The ethos that partnership with parents is crucial to providing high quality day care, underpins all our work.

The named person responsible for helping us achieve a strong partnership with parents is Vicky Wakeling.

The list below shows ways in which we will try to achieve a strong working partnership with parents:

- There will always be a warm friendly welcome for all children and parents.
- The Manager or Deputy Manager is always available for discussion with parents. Arrangements can be made for more private discussions at agreed times.
- Information provided by parents about their children will be kept confidential and treated on a strict need to know basis.
- Information regarding the children's activities throughout the day is always available to parents on a daily basis either by verbal communication or in the child's own diary (baby room).
- Activity/topic plans will be on show in the nursery for parents to view/read.
- Regular newsletters will be issued to keep parents up to date with information about the nursery, for example - new developments or staff changes.
- If we have any concerns about a child's well being during the day every effort will be made to contact the parents or their emergency contact.
- When possible, to further encourage the children's development, parents will be asked to send in objects from home, for example photographs, items for topic work.
- Parents are requested to keep us informed of any changes to personal circumstances which may have an effect upon a child, e.g. change of address, telephone number, doctor, emergency contact.
- Parents are also requested to keep us informed of any circumstances which could have an effect on a child's emotional well being, for example bereavement, separation or illness in the family.

We believe that children benefit the most when parents and staff work together in partnership to ensure quality care and learning for the children.

The nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as carers, are able to support parents in an open and sensitive manner. A two way sharing of information is key to this.

Continued

Policy on Partnership with Parents continued

Busikids wishes to ensure parents are part of the care and education team within the nursery by:

- Recognising and supporting parents as their child's first and most important educators, and to welcome them into the life of the nursery.
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.
- Welcome all parents into the nursery at any time.
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to these mothers.
- Ensure that all new parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times in the office and also on the website.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children.
- Support parents in their own continuing education and personal development and inform them of relevant conferences, workshops and training.
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as 'Open Days', 'Parents Evenings' and 'Parents Forum'.
- Inform parents about nursery activities and events through regularly distributed newsletters.
- Operate a key person system involving parents for open discussions and information sharing regarding nursery and home circumstances, and individual needs.
- Inform parents on a regular basis about their children's progress and involve them in the shared record keeping about their children. Parents' evenings will be held at least twice a year. Parents will be consulted with about the times of meetings to avoid excluding anyone.
- Consider and discuss fully all suggestions from parents concerning the care and education of their child and the running of the nursery.
- Provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the nursery in ways which are accessible to parents with basic skills needs, or those for whom English is an additional language.
- Inform all parents of the systems for registering queries, complaints or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaints procedure.
- Provide opportunities for parents to learn about the *Early Years Foundation Stage and about young children's learning in the nursery and at home.

Continued

Policy on Partnership with Parents continued

- provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- respect the family's religious and cultural backgrounds and to accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy and staff development.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour escalates
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary
- Management will also signpost parents to further support where applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.

Supporting Transitions

General Statement of Policy

Children experience many transitions in their early years and we, at Busikids, appreciate the difficulties children may have while going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery.
- Moving between different rooms within the nursery.
- New staff members.
- Starting school or moving nurseries.
- Family breakdowns.
- New siblings.
- Moving home.
- Death of a family member.
- Death of a family pet.

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

Supporting transitions in the nursery

Busikids support all children in the nursery with any transitions they may be encountering. If the transition is due to occur at the nursery, e.g. room changes, Busikids staff will fully support the child through this process in the following ways:

- If the transition relates to the child starting nursery we will follow our settling in policy.

Moving rooms procedure

- If the child is due to move rooms due to age and stage readiness we will work with the parents to ensure this is a seamless process in which the child is fully supported at all stages.
- Parents are introduced to the next key worker and new staff prior to the first visit and given a room booklet with details of the staff in to take home with them.
- The child will spend short sessions in their new room prior to their permanent move to enable them to feel comfortable in their new surroundings.
- The child's key worker will go with the child on these initial visits to enable a familiar person to be present at all times if the child is unsettled.
- Wherever possible groups of friends will be moved into key worker groups together to enable these friendships to be kept intact and support the children with the peers they know.
- We invite the parents in to meet the new key worker and members of staff in the next room prior to children visiting the room.
- Parents will be kept informed of all visits and the outcomes of these sessions, e.g. through photographs, discussions or diary entries.
- The current key worker will have a hand-over with the next key worker, to inform them of the child's likes/dislikes, favourite activities, stage of development and routine, in order that the child may settle more quickly.
- If a child requires extra support after having 'taster' sessions, this will be discussed between the key workers, parents, manager and room supervisor, and a settling in plan formulated.

continued....

Supporting Transitions - continued

Starting school

Starting school is a huge transition and the nursery will do all it can to facilitate a smooth move. We have a variety of methods to support this:

- The nursery will provide a variety of resources that relate to school, e.g. uniform to dress up, role play, books and photographs. This will help children to become familiar with this new concept and will aide the transition.
- The nursery will invite school representatives into the nursery and introduce them to the children.
- Similarly, Busikids will endeavour to send key workers to the school with the parents and children as invited.
- The key person will initiate conversations with their key children, who are due to move to school, about the school and discuss what they think may be different and what they think may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues enabling these to be overcome.
- Busikids will ensure the Record of Development Summary (RDS) is completed and an individual progress report / two year old progress report is produced using PRAMS (Progress Report and Monitoring System) for each child starting school so that teachers can have a good understanding of each child received. This will include their interests, strengths and level of understanding in the development in key areas as well as parental contribution. This will support continuity of care and learning.
- We have a 'home learning bag' which contains various resources, e.g. relating fact and fiction books, props to support relevant role play, etc. which parents can borrow to take home and share with their children.
- We will liaise with the relevant agencies and school to arrange TAC (Team Around the Child) meetings and IPA's for any children with Special Educational Needs

Family breakdowns

When parents separate it is a difficult situation for all concerned. The staff at Busikids understand that emotions run high. Busikids will support the child to talk openly about any concerns or worries they may have and we will feed this back to parents to enable support to be given at home and nursery. Where difficulties arise from the family breakdown we will liaise closely with the family to:

- Ensure the child's welfare is paramount in all operations relating to their time within the nursery.
- Comply with any details of a Court Order where they are applicable to the nursery's situation, provided the nursery has seen a copy/has a copy attached to the child's file.
- Provide information on the child's progress within the nursery to both parents wherever requested.
- Invite both parents to nursery events, including parental consultations and social evenings.
- Ensure any incident or accident within the nursery relating to the child is reported to both parents as soon as possible.
- Ensure that all matters known by the staff pertaining to the family and the parent's separation shall remain confidential.
- Ensure that no member of staff takes sides within the separation and treats both parents equally and with due respect.

Please note that Busikids cannot 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.

Continued...

Supporting Transitions - continued

England

If the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce, and this applies to both the resident and the non-resident parent.

This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. However, a father has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- By jointly registering the birth of the child with the mother (From 1 December 2003)
- By a parental responsibility agreement with the mother
- By a parental responsibility order, made by a court.

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 is practically 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 their 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 an informal chat.
- Not to ask Busikids to take sides in any dispute. We will only take the side of the child and this will require us to be neutral at all times.

Moving home and new siblings

These are normally two events that parents will have advance notice of, and we ask that parents let Busikids know about these events so we can support the child to be ready for this. We will spend time talking to the child and providing activities that may help the child to act out any worries they may have, e.g. through role play, stories and discussions.

We have a 'help at home' bag' which contains various resources, e.g. relating fact and fiction books, props to support relevant role play, etc., which parents can borrow to take home and share with their children.

Parents may also consider placing their child into nursery for additional sessions during these events to provide them with consistency and time away from the changes occurring.

Bereavement

Bereavement can be a difficult time for children and their families. Busikids will offer support to all concerned should this be required.

We aim to support the child and their family and will adapt the following procedure to suit their individual needs and wants:

- We ask that if there is a loss of a family member or close friend that the parents inform Busikids as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand a potential change in behaviour of a child who may be grieving themselves.
- The key person and/or the nursery manager will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation. Continued...
-

Supporting Transitions - continued

- The child may need extra support or 1:1 care during this difficult time. Busikids will adapt their staffing arrangements as far as possible so they are fully supported by the most appropriate member of staff on duty, preferably the child's key worker.
- Busikids will be flexible wherever possible to adapt the sessions the child and family may need during this time.
- The death of a family pet is also an area that children and their families may need support with. We will follow the above procedure wherever it is appropriate to support the child to understand their loss and support their emotions through this time.

If parents feel that their child requires additional support because of any changes in their life, we ask that you speak with the nursery manager and the key person to enable this support to be put into place.

There is also a local charity with the specific intention to support young children and families, this is called Simon Says

113 Leigh Rd, Eastleigh SO50 9DS

Phone: 023 8064 7550

Transitions Procedure

- Current key person to do handover with key person in new room, including going through/writing down settling in plan, any health issues, names, any parent's wishes/needs, progress, language, etc. (Use transitions sheet and add anything else missing or relevant.)
- Please remember to include allergies/dietary requirements, birth marks, comforters and any special words
- New/Next room is to arrange peg, photo and any other necessary resources before being introduced to parent, to ensure parent and child feel welcomed.
- If parent/child is new to the nursery, please remember to come and get their child's file and invoices from the office.
- Current key person must introduce parents to key person, and room supervisor in new room prior to settling in visits.
- During parent's introduction, key person in new room is to ensure parents are introduced to all other staff within new room
- Existing key person to spend some time settling child into their new room if required, for first visit only (any subsequent settling time to be discussed with office).
- Room supervisor must make time to chat with new parents by the end of the first week about how the child is settling in.

Food Hygiene Policy

General statement of policy

Busikids is committed to providing a safe, secure and hygienic environment in which children can thrive. We also place great importance on providing a safe, secure and hygienic environment for staff, visitors, parents/carers and students. Our food hygiene policy sets out to eliminate any risk of infection, and provide good practices when carrying out food preparation.

Aims and objectives

The aim of this policy is to ensure that all practical steps are taken to provide good food practices when carrying out food preparation, and prevent the spread of infection and disease.

- Establish and maintain procedures for safe food storage and preparation as per the Safer Food Better Business guidelines.
- Ensure all staff handling food are aware of these procedures.
- Provide food that is fit for human consumption.
- Maintain hygiene procedures throughout the nursery and follow guidelines in accordance with the Food Safety Act 1990 and the General Food Regulations Act 2004.
- To follow hygiene practices with the children and provide knowledge of this in the curriculum.
- To educate children in the need for a nutritious diet via the curriculum.
- Ensure no child is put at risk by adhering to any allergy information.

Food hygiene arrangements

The person responsible for health and safety is Charlotte Angel.

All employees have the responsibility to co-operate with senior staff and the manager to achieve a healthy and hygienic nursery and to take reasonable care of themselves and others.

Daily contact and staff meetings provide consultation between management and employees.

These food safety management procedures are written based on HACCP (Hazard Analysis Critical Control Point), and reviewed regularly. The procedures are followed to prevent any microbiological (harmful bacteria); chemical or physical hazard occurring, to keep all children and adults safe from harm.

- We are registered with the Environmental Agency and our local authority, and follow any advice offered.
- Our cook, Rose Spanner, follows hygiene procedures rigidly, and completes the Safer Food Better Business daily sheets.
- Risk assessments are reviewed in the office weekly.
- Staff receive training with regard to an awareness of food hygiene and good practices.

continued....

Food Hygiene Policy continued

- Busikids maintains a clean, aerated environment which is checked through daily risk assessments. We adhere to a strict cleaning schedule, which is displayed in the kitchen. Adequate storage for food is provided in the kitchen area.
- The temperature of the fridge and freezer in the kitchen and the fridge in the milk kitchen are checked daily. If the temperature is outside of regulation storage temperatures (above 8 degrees Celsius), then management is informed and adjustments made. All food and drink should be discarded.
- We purchase food and drink from reputable suppliers.
- The cold chain should not be interrupted for foods that rely on temperature control, unless for transportation purposes, and then only for a limited time.
- All surfaces that come into contact with food should be disinfected and/or thoroughly cleaned as per the cleaning rota, and as necessary.
- The water should be of drinking quality.
- If food is re-heated, it is heated through thoroughly and be hot in the centre as well as outside, to prevent any harmful bacteria growing (63 degrees Celsius or above). If a microwave cooker is used it should be used in accordance with health and safety guidelines and instructions to keep children safe from harm.
- When preparing snacks/food, staff should maintain a high level of cleanliness. Hair should be tied back, and an apron worn, be wearing clean clothing and have washed their hands thoroughly prior to preparing food. Hands should be washed thoroughly between different processes, e.g. before preparing food, after touching raw food such as meat and eggs, after cleaning, after touching their skin or blowing their nose.
- Staff must not prepare any food if they:
 - Are suffering from, or carrying a disease likely to be transmitted through food.
 - Have infected wounds, skin infections, sores.
 - Have diarrhoea. Staff with diarrhoea or vomiting should not return to work until they have no symptoms for 24 hours, in accordance with our sick child/exclusion policy.
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, or if we think any of our food is unsafe, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the Environmental Health Officer and the Food Standards Agency on 020 7276 8448 in accordance with the Food Standards Act 1999 and follow any advice given

Late and Non-Collection of Children

At Busikids, we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. 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.

If a child has not been collected from the nursery after a reasonable amount of time, 15 minutes has been allowed for lateness, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The nursery will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

Ofsted	0300 123 1231
Children's services dept professional helpline	01329 225379
www.csprofessional@hants.gov.uk	
Police Tel. No.	0845 045 4545
R & A (LSCB)	0845 603 5620
R & A (Out of hours)	0845 600 4555
www.hampshiresafeguardingchildrenboard.org.uk	
Local Authority Designated Officer (LADO)	01962 876364

Access and Storage of Information

Busikids believe that an open access policy is the best way of encouraging participation and is committed to ensuring the privacy of all our customers. All information is collected and processed in accordance with the UK's Data Protection Act 1998. This policy is subject to the laws relating to data protection and documentation retention and legislation including the Early Years Foundation Stage: 3.68-3.71.

Parents/carers are welcome to view the policies and procedures file, which governs the way in which the nursery works. These can be viewed at any time when the nursery is open, simply by asking the nursery manager, or by visiting the website www.busikids.com.

Parents are also welcome to see and contribute to all the records that are kept on their child; however the nursery will adhere to the Data Protection laws and, where relevant, any guidance from the relevant agencies for child protection. Busikids asks for a minimum notice of 24 hours in which to gain any relevant permission from other agencies who may have information in their child's folder.

The nursery ensures that it is registered in regard to data protection and a copy of the certificate can be viewed in the office, if required. All parent, child and staff information is stored securely according to data protection registration including details, permissions, certificates and photographic images.

The nursery's records and documentation are kept and stored in accordance to the minimum legislative archiving time. We currently archive records for at least 21 years and three months.

This will be reviewed annually and amended according to any change in law/legislation.

Use of Personal Information

- We will never send unsolicited email.
- We will not disclose information regarding our customers to third parties, unless required by agencies regarding child protection issues, or if it would be committing an offence not to do so.
- Information collected about customers is used only for the provision of our services to the children and parents. This information is not used for any other purpose.
- Other education agencies may have access to children's' education records. Permission will always be sought from the parents/carers prior to sharing any information concerning their children, unless it would result in the child coming to any harm.
- Should a child move to another setting, it is the responsibility of this setting to request information concerning the child, and parent's permission will be sought prior to them leaving in preparation for this situation. Busikids will never volunteer information about a child.
- Parents/carers are informed of our information sharing procedure when signing the parent contract.
- All staff are guided through the confidentiality policy and sign to confirm they accept and understand this.

Babysitting policy

At Busikids, we do not provide a babysitting service outside of our normal operating hours. However, we understand that parents sometimes ask nursery staff to babysit for their children and this policy has been implemented to clarify some points regarding private arrangements between staff and parents. Please also refer to our Safeguarding Children Policy.

The nursery is not responsible for any private arrangements or agreements that are made, this is between the staff member and family, however we do expect staff members to inform us if they are babysitting or caring for a child that attends the nursery outside of the setting. We require the staff member and parent to sign a copy of this policy which we will keep on file for the child and staff member.

We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. This procedure includes interviews, references, full employment history and CRB/DBS checks as well as inductions, and training. Whilst in our employment all staff are subject to ongoing supervision, observation and assessment to ensure that standards of work and behaviour are maintained in accordance with our policies. We have no such control over the conduct of staff outside of their position of employment. Parents should make their own checks as to the suitability of a member of staff for babysitting.

We will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the staff member's private arrangements outside of nursery hours. The member of staff will not be covered by the nursery's insurance whilst babysitting as a private arrangement.

The member of staff in no way represents Busikids while babysitting, and as such will not wear their uniform.

Out of hours work arrangements must not interfere with the staff members employment at the nursery.

All staff are bound by contract of the Confidentiality Policy and Data Protection Act that they are unable to discuss any issues regarding the Nursery, other staff members, parents or other children.

The nursery has a duty of care to safeguard all children attending the setting so if a staff member has some concerns for a child following a private babysitting type arrangement they need to pass these concerns on to the Safeguarding lead within the setting.

If a staff member is to take the child at the end of that child's nursery session (which may not be the end of a nursery day) the manager will require written permission from the parent/carer. It will be the staff member's responsibility to ensure they have the appropriate insurance, mot and child restraints or child safety seats if they are transporting them in a car.

Parent signature: _____ Name: _____ Date: _____

Staff signature: _____ Name: _____ Date: _____

Answering the Door and the Collection of Children

It is the policy of Busikids to give a warm welcome to each child and their grown up on their arrival.

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

The staff member receiving the child, the child's key person if possible, immediately records his/her arrival in the daily attendance register. Any specific information provided by the parents should be recorded.

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

If the child is not to be collected by the parent/carer at the end of the session, an agreed procedure between the parent/carer and member of staff, either by telephone or in person, must be followed to identify the nominated adult. Passwords should not be used long term, but changed every few months. Parents/carers must never assume a member of staff will remember/already know the password as these are not written down anywhere for security reasons.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

No child should be handed over to anyone other than the known parent/carer unless an agreement has been made at the time of arrival, or by prior consent by the parent/carer by telephone. On departure, the child register must be immediately marked to show that the child has left the premises.

To ensure the safety of all children and staff the following procedures must be adhered to:-

Answering the door

We have a door procedure in place which all staff are made aware of. Students, visitors and volunteers will never answer the door. The person answering the door must always identify the caller **prior to opening the door**. Identification must be sought if the caller is not recognised, i.e. name, reason for call, name of the person whom the caller is here to see, employment identification card **and prior to opening the door**.

Never grant access to anyone who is not known. **If in doubt refer to the person in charge, prior to opening the door.**

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Any visitors, such as sales people, college assessors, etc. **must** have an appointment and **must** fill in the visitor's book on arrival. Please refer to supervision of visitors policy for further information.

Authorised collectors

Each child must have at least two authorized collectors. If another person is to collect the child, parents must notify the Nursery and provide the Nursery with details that the collector will provide. Such as personal description, car make and number plate and / or a pre arranged password.

Continued

Answering the Door and the Collection of Children continued

Persons prohibited from collecting children

If a different person calls to collect a child, and the parents have not informed the nursery of this, then the parents' permission and a password **must** be obtained before admitting that person and releasing the child from our care.

All staff should be aware that some children are not allowed to come into contact with some members of their own family.

If one of these family members should call at the nursery they must not be granted access and an authorized person, usually senior management, must deal with the situation and ensure that no contact is permitted.

The child's primary carer must be informed of the incident immediately thereafter.

