

# Daisy Chain Nursery



## *Policies & Procedures*

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## Mission Statement

### ***At Daisy Chain, we support our learners to become self-confident, independent and empowered individuals***

***We believe that every child is unique and that they deserve the best childhood experiences we can offer. We will work with families and the community to provide the experiences and opportunities that will enable children to be happy, secure and independent.***

Our mission is to:

- Provide high quality, effective care and education that promotes children's physical, intellectual, emotional, social and moral development
- Provide affordable childcare
- Build on what children already know and can do, supporting and extending their knowledge, skills, understanding and confidence
- To provide a secure and creative environment for children to develop emotionally, physically, intellectually, creatively and socially
- To promote a positive ethos with shared values
- To promote the fundamental British Values
- To work as a team, establishing close relationships between all practitioners and ensuring high quality care and education for the children
- To work in partnership with parents/carers and other agencies and foster strong links with the wider community
- To help raise standards of provision by providing training and development opportunities for all
- To ensure that all children and their families feel included, secure and valued by working together in an atmosphere of mutual respect.
- To ensure our policies and procedures are followed and assessed regularly for their effectiveness.
- To offer opportunities of employment to the community
- To work within an Equal Opportunities framework
- To identify and support children with SEND
- We aim to develop the children's independence away from home and provide a social opportunity for the children to interact with their peers and other adults.
- To observe and respond appropriately to children, informed by a knowledge and understanding of child development.
- To enable children to make an effective and happy transition between settings and set the foundation for children to enter primary school

## Quality Statement

*We are committed to delivering a quality service to all, and strive for continuous improvement in all that we do. We will endeavour to develop, demonstrate and sustain quality in all areas of Daisy Chain.*

*Quality at our provision means:*

- A warm and supportive environment
- Happy and involved children
- A child centred service
- Partnership with parents
- Positive play opportunities
- Engagement with the wider community and appreciation of culture
- Good management and Leadership
- Safe premises
- Provision beneficial to health

**In order to ensure that all statements are fulfilled in the day-to-day practice of the setting, at least one of the following members of management MUST be on site at all times;**

***Carole Farrow***

***Jenna Farrow***

***Julie Smith***

## **Accident and First Aid**

At Daisy Chain safety is paramount and every measure will be taken to ensure that children are protected from seriously hurting themselves, however accidents do occasionally happen and the following information sets out how accidents will be dealt with.

**All members of staff counted in ratio have paediatric first aid.** Paediatric First Aid qualifications will be appropriate in caring for infants and young children and approved by the Local Authority (as listed in the Early Years Training Directory).

**The designated lead First Aider for children is Julie Smith.**  
**The designated lead First Aider for adults is Carole Farrow**

The area for First Aid in the setting is in the entrance areas of both rooms.

Daisy Chain has a valid Employer's Liability Insurance Cover

### **Accidents and Incidents**

In order to deal with accidents and incidents we will ensure that:

- The First Aid kit complies with the Health and Safety regulations (first Aid regulations 1981).
- The First Aid kit is regularly checked by Julie Smith.
- The First Aid kit is clearly marked and is easily accessible to adults and out the reach of children.
- The First Aid kit is located on a high shelf in the kitchen
- An incident/accident and First Aid log is on the premises at all times and is kept in a locked cabinet in the kitchen
- The incident/accident log is completed as required with the date, time, details of the accident/incident, First Aid treatment administered and signed by staff and a witness. Parents will be informed when collecting their child and asked to sign on the day the incident occurred. If anyone other than a parent picks the child up, all possible means of communication will be used to contact the parents as soon as possible. Upon contact the parent will be asked to come and sign the form as soon as practically possible. In the case of more severe occurrences parents will be informed as soon as possible of the accident/incident.
- All staff members are aware of the location and are familiar with the contents of the First Aid kit, accident/incident log and procedures for reporting
- Parents/Careers have signed appropriate consent forms as part of their child's registration to the setting.
- Medical advice/assistance is sought (GP or Hospital) where necessary

#### **In the event of an accident in the setting staff will:**

- Reassure and comfort the child
- Assess the situation, securing and removing others
- Assess the extent of the child's injuries and administer first aid treatment, if necessary medical assistance will be obtained (doctor or ambulance)
- Inform parent's according to the severity of the incident either by ringing at the time of accident or as soon as practically possible
- Complete the accident record form with all required information, including names of any witnesses
- Parents/Carers upon collecting their child, will be asked to read the information detailed and sign the accident record form

#### **If the incident requires any emergency medical treatment the setting will:**

- Complete a full incident record
- Inform Ofsted of any serious accident, illness, injury to or death of any child in their care and of any action taken)
- Inform local child protection agencies of any serious accident or injury to, or death of any child and must act on any advice from those agencies
- Inform the Insurance Company
- Report to the Health and Safety executive (RIDDOR)

**It is important that parents keep the setting informed regarding their child's condition following an accident and if parent sought additional medical advice or care**

**In the event of an accident in the home:**

- Parents must inform staff of any accident at home so that staff can ask parents to complete and sign the 'Pre-existing injuries' form
- If staff see evidence of injury on a child whilst in the setting, that has not occurred in the setting and has not been reported to any member of staff, parents will be contacted for information on the incident and asked to complete and sign the pre-existing injuries form as soon as practically possible.

**Duty to Safeguard Children**

- Pre-existing injury forms are logged and monitored for trends by the safeguarding lead (refer to Safeguarding policy and procedure)
- If staff are concerned that injuries sustained at home are not consistent with parental explanations, or patterns begin to form, they will seek advice from Children's Services/Customer Service Centre in accordance with requirements to safeguard children (see the settings Safeguarding policy and procedure)

## Admissions

It is the intention of Daisy Chain to make our provision accessible to children and families from all sections of the community. Our admissions policy operates within an equal opportunities framework and is regularly reviewed.

- A Child's birth certificate must be seen before the child is admitted
- We will ensure that the existence of Daisy Chain is widely known in local communities. Advertising notices will be placed in widely accessible areas, in more than one language if appropriate.
- We will describe practices in terms which make it clear that all sections of the community are welcomed
- We will ensure that the description of the setting and its practices demonstrates how the setting enables children and/or parents with additional needs to take part in the activity of the setting
- We will monitor the gender and ethnic background of the individuals joining the group to ensure we are providing equally to the social diversity
- We will ensure that information about our setting is accessible in written form to all, where necessary we will try to provide spoken form, Braille, in more than one language, through signing or an interpreter.
- Children from the age of 2 years will be admitted in accordance with our Ofsted Registration.
- We will endeavor to be flexible regarding attendance to accommodate the needs of all families. The waiting list will be monitored and reviewed regularly.

*The waiting list will be monitored and reviewed regularly. The following factors will be taken into consideration in allocating places:*

- The age of the child, eldest first
- Where 3 & 4 year old places are available, hours will be prioritised for children who are eligible to access (EYE) Early Years Entitlement)
- Length of time on waiting list
- Siblings already attending the setting
- The vicinity of the home to the setting
- For extended entitlement hours, these could be prioritised for children already accessing the universal hours
- Children undergoing an EHC plan needs assessment
- Looked after children

*Funded EYE places will be offered in accordance with the 'Early Education and Childcare Statutory Guidance for Local Authorities' (DFE publication September 2017).*

Parents/carers must complete a registration form before their child can attend and sign consent for this information to be maintained by Daisy chain Nursery in line with the Data Protection Act 1998 and Ofsted Registration requirement under The 1989 Children's Act.

We offer the following places;

- 16** places for 2 year olds; funded and fee paying
- 16** 15 hour places for eligible 3 & 4 year olds
- 8** 30 hour places for eligible 3 & 4 year olds

Daisy chain is flexible regarding the number of places for each of the above in order to meet the fluctuating demands for each group.

### **Funding model**

We offer our funded hours between **9am – 3pm** 5 days a week.

2021/2022

These can be accessed through sessions

**9am-12pm**

**12pm-3pm**

If a parent is entitled to **universal hours (15hrs)** they will be able to access this through 5 3 hour sessions each week term time. If a parent is entitled to the **extended hours (30hrs)** they will be able to access this through 5 6 hour sessions each week term time.

We also offer extra hours **8am – 9am** and **3pm – 5pm** for an additional fee.

### **Payment**

Please refer to fee structure in registration pack.

Fee payment is required weekly in advance by cash or cheque, however if this is not possible alternative arrangements can be made through discussion with the manager.

All fees are to be paid up to date before the end of a term.

We encourage prompt payment but recognise that at times some parents/carers may experience financial difficulties. We will ensure that no child/children/families are penalised should this situation arise. We will endeavour to arrange a payment plan that is acceptable to both parties, enabling the child/children to continue to attend. All financial matters will be dealt with in utmost sensitivity and consideration in confidence.

#### ***In the event of non payment:***

- Where the unmet payments continue after one month the nursery will liaise with the parent/carer to arrange payment options to resolve the issue
- The Manager will liaise with the parent/carer concerned
- A payment plan will be agreed if necessary
- Where there is no resolution, fees remain outstanding or the debt is increasing, further action will be taken and the child's/children's place may be withdrawn

Cheques should be made payable to **Mrs C Farrow**

#### **Admin fee**

An admin fee of £10 is to be paid upon registration of a child to support the delivery of the Learning Journals during the child's time at the nursery

#### **Consumables fee**

A consumables fee of £1 per session is charged to parents to ensure the sustainability of the nursery with regard to providing resources and snacks for children.

#### **Help with the cost of childcare**

#### **Tax Credit**

Daisy Chain is registered with Ofsted, therefore where appropriate parents/carers are able to claim child tax credit. Details are available upon request.

## **Bad Weather**

We aim to keep Daisy Chain open regardless of the weather conditions. A decision to close the Nursery will only be made if we feel that there is no way to ensure that children can access the building and return home safely. Ultimately it will be left to the discretion of parents to decide if it is safe for them to make the journey into nursery or not.

If a decision is made to close the Nursery, parents will be informed via phone call, email as well as text to those who have given permission for this within registration. Consultation with the Primary School will take place although ultimately each establishment will make its own decision. Daisy Chain will make all practicable efforts to keep parents informed as to the situation within the nursery during adverse weather conditions, as we appreciate that such conditions and the uncertainty places very considerable difficulties upon parents.

Daisy Chain appreciates that during bad weather children may arrive later than normal; therefore parents should endeavour to contact us to let us know they are on their way if likely to be delayed.

### **Poor weather conditions overnight**

A decision not to open the nursery will be made by 8.30am. Daisy Chain will only cease opening if it seems clear that it would be hazardous for a significant number of staff and children to travel to the area or if insufficient numbers of staff can get in to ensure correct ratio. Daisy Chain will inform parents via text message.

### **IT IS ESSENTIAL THAT DAISY CHAIN HAS UP TO DATE CONTACT DETAILS FOR ALL PARENTS AND STAFF FOR THIS SYSTEM TO WORK EFFECTIVELY**

#### **During nursery hours**

If the weather becomes adverse during the day, parents may contact Daisy Chain for further information or take it upon themselves to pick up their children early for safety reasons. All arrangements of this kind must be cleared with the child's Key Practitioner or a manager.

#### **Snow and ice**

In the event of snow and thick ice, some pathways will be cleared and salted. Parents, children and visitors will be made aware that pathways, even where cleared, do remain dangerous. In icy conditions the caretaker will salt the pathways all parents and children access into the setting. This includes the pathway around the car park that follows from the Children Centre past the front of the Primary School. Where necessary, essential pathways will be maintained as clear as possible throughout the day.

***A record of when salting is carried out will be maintained to show precise dates and times***

#### **Flood**

There is always a danger of flooding from adverse weather conditions, which cannot always be anticipated. If flooding occurs during the nursery day, the manager will make a decision based on the severity and location of the flooding. It may be necessary to follow the evacuation procedure.



## **Behaviour Management**

At Daisy Chain we want every member of the setting community to feel valued and respected and for each person to be treated fairly. We are a caring community, whose values are built on mutual trust and respect for each individual. Our behaviour policy is therefore designed to support the way in which everybody can live and work together in a supportive way. We believe that all our children are entitled to be cared for in an environment in which they feel safe, happy, valued and secure.

We acknowledge that there are times when issues surrounding behaviour will need to be supported by adult intervention and we will use the behaviour management policy and procedures to guide us through the process.

**Corporal punishment i.e. physical punishment, WILL NOT be given to a child for whom we provide early years provision. We WILL NOT use or threaten corporal punishment or any form of punishment that could have an adverse impact on a child's wellbeing.**

### **Aims and Values**

Personal, Social and Emotional Development is a core element of the Early Years Foundation Stage (EYFS). The EYFS states that 'Children must be provided with support which will help them develop a positive sense of themselves and of others; respect for others; social skills and a positive disposition.

We are committed to working in partnership with parents and carers in supporting children's development in all areas, including behaviour and we take into account children's age and stage of development. We recognise that there may be different expectations for children's behaviour at home and at nursery. We endeavour to work closely with parent/carers in order to explain the ways in which we promote positive behaviour and to explain the ways we can work together to promote a consistent and supportive message to children.

This policy also makes links to the promotion of 'British Values' in the setting (see 'British Values' policy)

At Daisy Chain we aim to ensure the individual needs of all the children are met by providing clear, consistent and developmentally appropriate expectations for behaviour through;

- **Respect:** to encourage children to have respect for themselves and for other people (their feelings, beliefs and values for themselves and the Nursery environment including equipment and property.
- **Understanding and Compassion;** Help children to understand others views and be caring and tolerant towards others.
- **Responsibility;** Enable children to have the ability to make choices and take responsibility for their own actions. In particular we help children to develop and understand the consequences of their behaviour
- **Fairness and Equality:** give children the understanding of how to be fair to all: how to share and give everyone an equal chance. All staff will demonstrate this behaviour in their actions
- **Kindness:** promote acts of kindness to each other and to assist children in ways of being gentle towards each other.
- **Support and use positive reinforcement:** acknowledge considerate behaviour, reinforcing positive behaviour developing children's confidence and self-esteem.

As part of the induction procedure, all staff will be made aware of the procedure to support positive behaviour according to clear positive, consistent guidelines. Staff will make every effort to act as good role models to children by behaving in a friendly considerate manner, creating an atmosphere of respect and value for one another and we hope parents/carers will join us in partnership.

Physical intervention will only be used to manage a child's behaviour if necessary to prevent personal injury to the child, other children, and an adult, serious damage to property or for safeguarding purposes. Any occasion where physical intervention is used will be recorded on a 'Physical intervention form' and parents and carers will be informed and asked to sign when picking up the child.

Staff will work effectively together as a team and show a fair and consistent approach to incidents. They will discuss any concerns with parents/carers in an attempt to understand and identify possible causes of negative behaviour. Staff will attempt to focus directly on positive features of the child's behaviour to distract from other behaviours. Resources such as a 'STAR (Setting, Trigger, Action, and Response) chart' will help staff identify triggers to negative behaviour and patterns forming throughout the day.

### **Supporting Behavioural Strategies and Procedures**

Where negative behaviours are recognised or observed, staff will intervene appropriately, in a clear, calm and positive manner, to support children and reconcile conflict. This will be done through a developmentally appropriate approach.

**We will help children to look after themselves by:**

- Praising them; focusing on the positive things they do.
- Helping them to recognise their feelings and express themselves in an acceptable way
- Encouraging them to ask for help from peers as well as adults
- Encourage their attempts and identifying with a view to planning for their interests
- Building their independence through self-help skills
- Encouraging them to see the good in others and learn from each other

**We help children care about the environment by:**

- Making it as attractive as possible
- Cleaning tables
- Tidying up together
- Displaying children's work
- Picking up rubbish
- Providing labelled storage
- Looking after indoor and outdoor plants
- Explaining proper care and use of areas such as the painting area, home corner, sand pit etc.
- Noticing, acknowledging and praising 'careful handling'
- Sharing responsibility
- Modelling positive behaviour's

**We help children to care about others by:**

- Saying 'Please and Thank you' where appropriate
- Encouraging them to wait their turn
- Talking one at a time: listening to each other without interrupting when someone is speaking

**We ask children to look after our equipment by:**

- Encouraging children to use equipment appropriately
- Teaching them about Health and Safety
- Playing games e.g. in circle time and considering 'how do we look after this?'
- Washing the bikes, ride on equipment and toys
- Reminding them to tell us about breakages
- Looking after the equipment ourselves and therefore modelling it
- Tidying equipment and resources after use

**We help children to care about others by:**

- Using conflict resolution and keeping calm
- Modelling appropriate behaviour, and setting by example
- Working on and reinforcing the understanding of feelings, e.g. in circle time
- Naming and making feelings clear including the consequences of their actions: reflecting back to children
- Boosting self-esteem by giving time to listen and acknowledging responses sensitively

There will also be regular assessment of the environment to ensure that this is not having a negative impact on behaviour and that all children's needs are met.

In the event of conflict between children, a neutral approach by an adult will be taken. The children will be encouraged to resolve the problem supported by the adult.

***Examples of Behaviour Strategies***

Children display a range of behaviours, most of which are expected for their ages and stages of development and in particular when they are in a nursery environment. Staff may be expected to deal with behaviour, such as inappropriate shouting out, snatching and walking away at tidy up time etc. Intervention will be low key and may include one of the following:

- Using a positive statement, e.g. " We walk inside"

- Explain any concerns e.g. “If you lean back on your chair you may fall back and hurt your head”
- Giving choices e.g. “Are you picking up the bricks or the trains?”
- Having a group discussion at circle time about nursery codes through the use of persona puppets

Staff will deal with more challenging behaviour by:

- Labelling the behaviour not the child, e.g. “I don’t like it when.....” or “it’s not ok to....”
- Using non-confrontational language, e.g. “When sand is thrown.....will happen”

Where behavioural difficulties continue, parents/carers will be invited into the setting to talk with relevant staff. By working together, home and nursery will explore possible underlying causes and share positive strategies in order to ensure a consistent approach between setting and home. An action plan may be put in place, shared by nursery and home and reviewed to monitor outcomes.

Some children may need additional or different support beyond that of other children of the same age. Support for these children, in collaboration with parents/carers may involve setting up an Individual Plan (IP) with specific targets related to behaviour (please refer to our Special Educational Needs Policy). Where appropriate, this stage may include referral to external agencies for additional support/assessment with parents/carers consent.

In the unlikely event that support for SEND does not provide positive outcomes we would seek further support from outside agencies with parental permission. This would be under the guidance of a specialist teacher from the Early Years and Childcare Support Service.

### ***Anti-bullying***

Daisy Chain Nursery is committed to providing a caring, friendly and safe environment for all children that is free from bullying.

Bullying is defined as the persistent physical, verbal or emotional abuse of another child or children. It is often planned and most bullies are aware of the impact of their actions.

All alleged incidents of bullying would be taken seriously, documented and investigated.

#### **We aim to:**

- Reassure the bullied child that they will be listened to and every effort will be made by the staff to help and support them. The children will not be labelled as bullies
- Establish facts surrounding the allegations.
- Help a child that has been bullying to recognise and understand the implications of their actions.
- Recognise that children who bully have often been bullied or are being bullied themselves
- Discuss with the parents/carers of the child who has been bullying the situation and strategies for managing the behaviour.
- Discuss the situation with the parents/carers of the child who has been bullied and offer reassurance that the situation is being dealt with.
- Record all relevant details of an investigation of alleged bullying.

Children attending the setting will be supported to become more assertive and develop their own self-esteem. Equipment, resources and activities will be used to promote anti bullying, such as persona puppets.

#### ***Help lines and Organisations***

Kidscape – 08451 205 204 - [www.kidscape.org.uk](http://www.kidscape.org.uk)

Childline - 0800 1111 - [www.childline.org.uk](http://www.childline.org.uk)

NSPCC – 0808 800 5000 – [www.nspcc.org.uk](http://www.nspcc.org.uk)

### **British Values**

The Department for Education has reinforced the need “to create and enforce a clear and rigorous expectation on all schools and early years settings to promote the fundamental British values of Democracy, the Rule of law, Individual liberty and Mutual respect and tolerance of those with different faiths and beliefs”.

The government set out its definition of British values in the 2011 ‘Prevent Strategy’. At Daisy Chain Nursery these values are reinforced regularly and in the following ways:

#### **Democracy:**

We listen to children’s and parents’ voice. Our behaviour policy is clear that children are expected to contribute and co-operate, taking into account the views of others in order to respect each other’s voice. Children are encouraged to listen to one another and to accept another’s opinion during routine times of the day. This is reinforced through group times/circle times and other adult led experiences.

#### **The Rule of Law:**

We consistently reinforce our high expectations of children. Children are encouraged to contribute to rule making to ensure they take ownership of their environment and how it runs. Children are taught the value and reasons behind our expectations (rules) that they are there to protect us, that everyone has a responsibility and that there are consequences when rules are broken.

#### **Individual Liberty:**

Within the nursery, children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. We educate and provide boundaries for young children to make choices safely, through our provision. Children are encouraged to know, understand and exercise their rights and personal freedoms to emphasise their rights as an individual.

#### **Mutual Respect:**

Part of our behaviour policy has revolved around core values such as ‘Respect’, and children are modelled this by caring, sharing and listening to others. The staff help children to understand how to respect by talking about how actions/words can affect others, emphasising ‘consequence’. The use of emotions cards can support the younger children with developing expressive language and understanding of these concepts. This ensures that these key values are embedded from the start.

#### **Tolerance of those of Different Faiths and Beliefs and those with no faith:**

We aim to enhance children’s understanding of different faiths and beliefs by participating in a range of celebrations throughout the year. Children have the opportunity to dress-up in clothes and try different foods from other cultures and we encourage parents/carers to participate and support our multi-cultural events as they arise. We also encourage children to identify the differences in one another and how this makes up our nursery environment as a reflection of the wider community. Children are taught that everyone is unique and has their own individual talents that must be valued and respected.

This policy is closely linked to the ‘Prevent Duty’ policy within our ‘Safeguarding’ policies and procedures.

### **Child Non-Attendance**

We ask that parents phone Daisy Chain before 10am if their child is to be absent for a morning session and by 1pm for an afternoon session. If a call or message is not received by this time and no explanation can be made, Daisy Chain will contact parents through the contact information given on the registration form.

We will continue to ring until contact is made.

If we cannot reach parents, we will ring the emergency contact supplied. Continued absences with no explanation may result in implementing our safeguarding procedure.

**If a child is absent from a session that is non-funded, payment will still be expected in order to keep the space open for the child.**

If a parent/Carer has not informed Daisy Chain Nursery that they are taking a break and they fail to bring their child to the required sessions:

1. Daisy Chain will endeavour to contact the Parent/Carer by phone
2. If verbal contact is made, the Parent/Carer will be made aware of :
  - How many weeks the child has missed
  - The last date he/she attended Nursery
  - If the child is not funded, Daisy Chain Nursery will seek re-imburement.
  - If the child has not returned by an agreed date then the place will be offered to another child.

The above information will be recorded.

3. If we can-not make verbal contact with the Parent/Carer, Daisy Chain Nursery will send the standard Non attendance of Pre-school letter to the parent/carer after 2 Weeks:
  - This will inform the Parent/Carer of how many weeks the child has missed
  - The last date he/she attended Daisy Chain Nursery
  - It will give the Parent/Carer the opportunity and a date by which to make contact with Daisy Chain Nursery
  - It will also inform the Parent /Carer that if we do not hear from them, or the child does not return to Nursery by that date, we will offer the place to another child.
  - The child's Health visitor or Customer services will be informed
4. We recognise that due to unforeseen circumstances or problems Parent/Carers may be experiencing, it can be difficult at times to get children into Nursery. As a result we will endeavour to help in any way we can, although this is only possible if we are made aware of the situation.

### **Collection of Children - Arrivals and departures**

We understand that unforeseen circumstances can arise during the day, which could result in the late collection of a child. As result, we understand that sometimes people other than normal will be asked to collect a child. To minimise the distress that can be caused to both child and family, we need to ensure that safety procedures are in place.

#### **Registers**

We have registers in each room to record children's attendance, these will be completed by Daisy Chain staff. **Under no circumstances** will we let a child leave the setting without permission from a parent or a stated emergency contact.

Forms are available for those who wish for a one-off collection of their child by someone who is not in the emergency contacts or collection consent form (provided in registration pack). This also asks permission for the setting to share any relevant information with the nominated person on collection along with the opportunity to add them to the emergency contacts. On the initial visit, staff will ask the collector to provide the password stated on the child's registration form if it is the first time the staff have met them. We ask that parents still let us know if someone other than themselves are picking up.

Arrival and departure times of children will be recorded and supplemented by regular head counts throughout the day. The register will be kept on the premises at all times. A copy of the register will be taken on trips and outings.

Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the staff are able to support the child. The nursery will not enter into any custody battle and will remain neutral for the child.

If an absent parent arrives to collect their child, the nursery **will not** restrict access unless a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will seek legal advice with regards to any concerns over custody and relay any information back to all parties involved.

#### **Non-Collection of a Child**

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

Parents are asked to provide specific information which is recorded on our contract form, including home address, both parents' contact numbers, emergency numbers and any other persons authorised to collect your child. Persons who do not have legal access to the child must be recorded and the room leaders notified.

On occasions when parents are aware that they will not be at home or in their usual place of work, please notify the room leaders and this information will be recorded to help build a bigger picture of the child's circumstance.

#### **If a child is not collected at the end of the session we will adhere to the following procedures:**

- Records will be checked for any information about changes to the child's normal collection routines.
- If no information is available, parents/carers are contacted at home and at work, 20 mins after their collection time .If this is unsuccessful, the adults who are authorised by the parents to collect their child from nursery – and whose telephone numbers are recorded on the contact form – will be contacted. Daisy chain will charge for the full 30 mins that the child has remained in our care above their sessional hours.
- The child will stay at Daisy Chain in the care of two members of staff until the child is safely collected. The child does not leave the premises with anyone other than those named on their contact form or as stipulated over the phone.
- If collection is later than 30 minutes after the collection time stated on the signing in board. Daisy Chain will charge for the full hour.

#### **If no one collects the child after 1 hour from their collection time, we apply the following procedures:**

- We will contact Lincolnshire Safeguarding children's board and inform OFSTED
- A full written report of the incident is recorded and depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

#### **Procedure for When a Child Leaves the Setting Unaccompanied**

We recognise that although this should never happen, we are required to have a procedure in place under the Child Act Regulations. This is as follows:

- Gather children together into a large group to establish who is missing
- Establish who last saw the child and where
- One adult is to be responsible for the children, other staff look in possible hideouts
- External doors are to be checked to see if they are unlocked acting as a possible exit for the child
- If unlocked, one adult is to stay with children whilst others search premises outside and departure routes
- We will attempt to warn the parents as soon as possible that their child could be heading for home
- If we cannot contact the parents we will immediately try the emergency numbers
- The adult will continue to search, possibly walking the child's route home
- Reassuring support would be given to the parents to try and establish calm
- We will make every effort not to frighten the other children by maintaining the normal routine as much as possible
- After all reasonable attempts have been made to find the child and contact has been made with parents, we will then contact the police. After liaisons with the police we will then make contact with the insurance company

#### **Report of events**

A written report will record all events that have taken place, as soon as possible.

Information included would be as follows:

- Date
- Child's name
- Time the child was first noticed missing and by whom
- Procedures taken and roles of individual staff
- Times individuals were contacted and their arrival time at the setting
- Summary of events
- Evaluation of events

We would thoroughly review our procedures in light of what we had learnt from the events. Informing OFSTED of the incident and the appropriate action taken is mandatory.

We would recognise that feelings and staff will be running high; therefore we may consider using a go between if liaising with media.

## Complaints

Daisy Chain is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending. We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is the hope of Daisy Chain that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed:

### Stage 1

- Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Owner/Manager
- Most complaints should be resolved informally at this stage
- The complaint and outcome will be recorded

### Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the Owner/Manager.
- All complaints will be recorded in the 'Complaints Log', which is a requirement of the EYFS.
- The Owner//Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within 5 working days.
- When the complaint has been investigated the Owner//Manager will notify the complainant of the outcome within 28 days of having received the complaint.

### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Owner//Manager.
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the Complaints Log.
- The signed record signifies that the procedure has concluded.

### Stage 4

- Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD  
Tel: 0300 123 1231

Parents may approach Ofsted directly at any stage of this Complaints Procedure. In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding Children's Board. In these cases the setting Owner//Manager will work with Ofsted and/or the Local Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting will be recorded in detail in the Complaints Log, which is located on the parents notice board.

Lincoln Safeguarding Childrens Board 01522 782111  
Lincoln Safeguarding Childrens Board out of Hours 01522 782333  
NSPCC 01522 545225  
Local Police 01529 302420



## Confidentiality

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

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

Records are kept as follows:

- Personal records of each child are kept in individual files in the manager's office. This includes contact admissions forms, consent forms information and any confidential matter involving the child such as safeguarding matters
- Children's learning and development files are kept in the setting in the main playrooms. Personal folders include observations, assessment developmental records, and possibly photos/samples of the child and their work. Any developmental concerns, reports or minutes from meetings concerning the child from other agencies working the child/family will be stored within these folders.

To ensure that parents/carers can share information, we will respect confidentiality in the following ways:

- Personal records will be stored in the manager's office within the provision and will be accessed only by staff members through the manager.
- Information given will be shared on a need to know basis with the child's key Person, other team members in the child's play room, with other professionals with consent of the parent/carer or in cases of child protection issues.

Other Records

- Staff records – Each team member, paid or unpaid will have a file containing personal information, recruitment information, training records, qualification, staff appraisal records, induction record and evidence of DBS clearance. The individual to whom the file relates, at any time can access this file upon request to the manager.
- Student files – Each student will have a file containing personal information, contact numbers, and details of their course, tutor and induction. The individual to whom the file relates, at any time can access this file upon request to the manager.
- Issues relating to the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Medication records and Emergency treatment - individual records relating to each child/staff member
- Accident records and Incident – individual records relating to each child/staff member

All records relating to the children and individuals who have worked with the setting whether paid or unpaid will be archived for a period of time in line with regulations and guidance from Ofsted.

Daisy Chain will ensure all staff, volunteers, students are aware of and understand the Confidentiality policy and will be made aware that any breach of confidentiality may lead to disciplinary action and could lead to termination of their contract.

### **Data Protection**

*Access to personal information procedure*

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

- Any request to see the child's personal file by a parent or person with parental responsibility must be made to the manager in writing allowing 40 days for the setting to respond.
- Any third parties will be contacted in writing stating that a request for disclosure has been received and asking for their permission to disclose to the person making the request. Copies of these letters are retained for the file.
- Third parties, include family members, who may be referred to in the records, as well as workers from other agency such social services, can refuse consent to disclose, preferring the individual to go directly to them.
- A copy of the file may be taken.
- Where a third party has refused disclosure of information, these references will be edited and as much information supplied as is possible.

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Daisy Chain is required to keep and maintain records to comply with Ofsted registration and/or requirements of the Children Act 1989 and is aware of the requirements of the Data Protection Act 1998 and complies with the principles which state that personal data must be:

- Obtained and processed fairly and lawfully
- Held for lawful purpose
- Used only for the purpose stated
- Accurate and up to date
- Held no longer than the required time
- Accessible to the individual concerned, or individuals with parental responsibility
- Surrounded by proper security
- Disclosed only using the access to information procedure

Parents/ Carers will be required to sign to consent to necessary information being held.

Useful Information and Data protection registration/exemption – [www.ico.gov.uk](http://www.ico.gov.uk)

### **Control of Infectious Diseases Policy**

At Daisy Chain Nursery we strive to provide a healthy environment for the children in our care, therefore, sometimes it is necessary to exclude children suffering from some contagious illnesses/diseases.

The list below indicates those illnesses/diseases that may cause us concern.

Coronavirus (Covid-19), Threadworm, Ring Worm, Mumps, Measles, German Measles, Scabies, Bronchitis, Chicken Pox, Common Cold, Flu, Conjunctivitis, Croup, Diarrhoea, Gastroenteritis, Herpes, Impetigo, Meningitis, Vomiting, Salmonella, Whooping Cough, Hand, Foot and Mouth.

A full list of illnesses and infectious diseases can be found in the 'Illness and Exclusion policy'

The guidelines laid out in this policy refer to both children and adults/staff alike.

- **If a child is suspected to be suffering from any of these conditions, parents/carers will be asked to remove them from the Nursery in order to prevent further infection.**
- **It is the responsibility of the parent to seek medical advice and advise the Nursery accordingly.**
- **If there is a major outbreak of any contagious disease, it is the responsibility of the Nursery to notify parents.**
- **The Nursery management must be contacted and approval sought, before a child can return to Nursery following any infectious illness/disease.**
- **The Nursery has the right to refuse admission to any child they feel may be infected with an illness/disease.**

ANY SERIOUS ACCIDENT OR NOTIFIABLE DISEASE WILL BE REPORTED TO THE HEALTH AND SAFETY EXECUTIVE (RIDDOR) AND OFSTED. ADVICE WOULD BE SOUGHT FROM THE HEALTH PROTECTION AGENCY (regulation 1988)

RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

## **Coronavirus (COVID-19) – Safe operating procedure**

The following safe operating procedures have been developed based on guidance from the Department of Education, World Health Organisation and Ofsted.

The most important symptoms of COVID-19 are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

We recognise the importance of adapting our everyday practice to ensure staff and children continue to access a safe environment where there is heightened national and local risk of COVID-19 spread. Proper hygiene and social distancing measures remain the two key elements of infection prevention and control alongside the sufficient knowledge of symptoms to remain alert and self-isolate for the safety of everyone.

Risk is continually monitored using a risk assessment model that allows all areas of provision to be examined and managed in line with public health advice. During times of increased risk of COVID-19 spread, the following procedures will be followed to ensure the Nursery can safely remain open:

### **Symptomatic persons**

Any child or staff member with coronavirus symptoms must not attend Nursery. They must arrange for a test and self-isolate in line with the current guidance on [gov.uk/coronavirus](https://www.gov.uk/coronavirus). The Nursery will engage with the NHS test, track, and trace program.

If a child displays symptoms during the nursery day, parents will be contacted and asked to collect the child as soon as possible. Whilst a child is awaiting collection the following procedure will be followed;

- The child will be moved to a room where they can be isolated behind a closed door with appropriate adult supervision
- a window will be opened for ventilation
- where a child needs to go to the bathroom while waiting to be collected, they will be taken to a toilet which will then be inaccessible to others. The toilet area will be cleaned and disinfected as soon as possible using standard cleaning products before allowing other children to use again
- PPE will be worn by the staff member caring for the child while they await collection if a distance of 2 metres cannot be maintained
- Once the child has been collected the area will be cleaned

### **Managing confirmed cases**

Where a person who has attended the setting and has tested positive for coronavirus (COVID-19), advice will be sought from the PHE local health protection team. Based on their advice, the nursery will send home those people who have been in close contact with the person who has tested positive, advising them to self-isolate in line with the current guidelines on [gov.uk/coronavirus](https://www.gov.uk/coronavirus).

#### *Close contact includes*

- direct close contacts
- face to face contact with an infected individual for any length of time, within 1 metre, including being coughed on, a face-to-face conversation, or unprotected physical contact (skin to skin)
- extended close contact (within 1 to 2 metres for more than 15 minutes) with an infected individual
- travelling in a small vehicle, like a car, with an infected person

### **Supporting high risk groups**

Some people with particular characteristics may be at comparatively increased risk from coronavirus (COVID-19). In a situation where a person with possible risk factors is concerned, the setting will discuss with them the current measures in place and collaboratively identify any additional measures that may need to be put in place. Where practicably possible the setting will endeavour to accommodate the additional measures and follow advice relevant to the local area.

### **Bubbles**

In a scenario where numbers are low, the Nursery will operate as one bubble. However, where numbers are increased, the setting will operate as two separate bubbles. The 'Buds' room (2-3 years) and the 'Petals' room (3-5 years) will follow a timetable that allows for the same amount of indoor/outdoor time staggered throughout the session to reduce contact.

In the event of a fire drill, where possible, we will continue to manage the separation of groups.

### **Hygiene**

Face coverings will be worn by staff at drop off and pick-up times due to the necessity of face-to-face interaction with parents. Parents are advised to wear a face covering upon entering the school and nursery grounds and where required to enter the setting. Two-meter social distancing will also be adhered to at these times.

On entry, hand sanitiser will be provided for each child followed by a full hand washing procedure at the soonest opportunity thereafter. Handwashing before and after eating and when transitioning between indoor and outdoor environments will be sustained throughout the session.

The 'catch it, bin it, kill it' approach will be promoted to children to support good respiratory hygiene and ensure consistency of the message. Where children struggle to maintain this, such as those with additional and complex needs, risk assessments will reflect the additional measures necessary for the individual child.

### **Cleaning**

Following Public Health advice, frequently touched surfaces and shared toys will be cleaned more often throughout the day and where possible between users. Children will be advised to use hand sanitizer before using shared resources such as playdough. Food preparation procedures already in place will continue to be adhered to.

A fogging machine will be used once every 7 days by the setting manager after children and staff have left the premises.

### **Local lockdown**

In the event of a local lockdown as prescribed by the Tier system, the Nursery will follow all procedures and guidance given by the local council.

### **Visitors**

Visitors will only be allowed to enter the setting if prior consent has been given from the manager. Permission will only be granted if they declare they do not have symptoms and that no one whom they live with is displaying symptoms or awaiting a test. Upon entering, visitors will be asked to scan the NHS track and trace QR code in the entrance and asked to sign in. Face coverings must be worn at all times.

### **Children's belongings**

During times of increased risk of COVID-19 spread, children will be required to keep their belongings to a minimum. A lunch bag and a change of clothes will be permitted, however, toys and other items deemed unnecessary for self-care will not be permitted.

## Critical Incident Plan

Our Critical incident plan is in place as a reference to aid and guide members of staff in extreme circumstances. The prime objective is to support the nursery to cope effectively and recover fully after the event of a critical incident.

Critical incidents include:

- Building collapse
- Major fire
- Riot or civil disorder
- Death or serious injury as a result of violence, accident, self harm and/or sudden traumatic illness
- Sudden death of a pupil or member of staff
- Natural and/or man made incidents
- Missing person or abduction
- Terrorism
- Bomb scare
- Pandemic illness
- Death or serious injury of someone with close proximity to the nursery
- Community emergency, for example, the release of a hazardous substance, severe weather etc.
- Intruder on the premises

We recognise that incidents can occur:

- On the nursery site
- Whilst children are taking part in activities
- On the journey to nursery
- Within the local community

Daisy Chain understands that during an incident it is common that people become flustered and forget simple information, such as the setting telephone number and address. Therefore we have all emergency contacts and information placed next to the fire doors/escape routes and on back of registers to avoid confusion for those calling parents/carers or informing emergency services of a situation. Basic information about the setting is displayed in these packs so that the person ringing the emergency services can give clear and concise details.

### **Burglary**

Daisy Chain Nursery follow a lock up procedure where all doors and windows are locked by the last person vacating the building. An alarm system is installed and is in operation during the hours the nursery is closed.

The manager checks the premises first thing upon arrival in the morning. Should they discover that the nursery has been broken into they will follow the procedure below;

- Dial local police station/999 with as many details as possible, including name, location, details of what have been found and make them aware of the nursery opening times
- Contain the area to ensure that no one enters until the police arrive
- The staff will direct parents and children to the Children's Centre as they arrive
- The manager will help the police with their enquires by identifying missing items and possible areas of entry
- Carole Farrow and Jenna Farrow (or in their absence Julie Smith) will make themselves available to speak to parents, reassure children and direct any enquiries
- The manager will assess the situation and ensure all parents are kept up to date with developments

### **Burst water pipes**

We take care of all our water and heating systems through regular maintenance and checks to reduce the risk of flooding in this way. Our central heating systems are checked and serviced annually by a registered engineer who conforms to all appropriate guidelines and legislation. However if flooding occurs as a result of this during the nursery day, the manager will make a decision based on the severity and the potential to carry on.

### **Fire**

Please refer to the Fire Safety Policy

### **Uninvited Persons**

We take the safety and welfare of the children in our care extremely seriously and have secure safety procedures in place to ensure children are safe whilst in our care, this includes safety from abduction. Staff are vigilant at all times and report any persons lingering on nursery or school property immediately to the manager, head teacher of the primary school and children's centre. This is covered in more detail in the Visitor policy.

**In the unlikely event an uninvited person was posing a direct risk to the setting a staff member would set off the fire alarm and follow the same procedure as the settings fire plan (See fire evacuation procedure). Whistles are also available on the walls in a number of areas in the nursery and can also be used to attract attention of others in the event of an emergency.**

### **General Evacuation**

- Room leaders Debbie Mullard and Jenna Farrow will take the signing in forms and emergency contacts for each room
- Accompanying staff will take the children to the nearest appropriate exit.
- Carole Farrow will make checks of the building if practical, ensuring no children have been left. In the absence of Carole Farrow, Jenna Farrow and Julie Smith will make final checks of the building
- If access to the initial assembly point is unsafe and inaccessible in anyway, the group will be escorted along the path in front of the school around the car park towards the Children's Centre where all children will wait to be registered. If access is not possible to these areas the children will be taken up to the attic area for refuge
- The manager or the other phone holder will contact emergency services
- Children will be supervised until all parents/carers are informed and collect their child
- In the event of media involvement, only the manager, Carole Farrow, will speak about the incident. Reporters may approach other staff and parents direct. In this event please speak to Carole Farrow for advice

### **Action Plan**

1. Obtain and collate information relating to the incident  
As soon as the nursery becomes aware of any incident that might have an impact on it, the manager will inform other leaders and deliberate with the school to assess its significance. The outcome of this will determine the response. The decision will be reviewed as new information becomes available. The response to the risk or threat could involve evacuation or first aid.
2. Inform key contacts and keep them updated. These may include the emergency services, school, LCC and any other agencies which may have a role in providing support. The manager and assistant manager are responsible for making contact with these agencies
3. The manager and assistant manager will be made the point of contact for any new information as the incident progresses. This will ensure that information is disseminated quickly to parents and other contacts. This will be possible using the manager and deputy manager nursery phones. Staff will be prepared to deal with distressed parents or children via the phone. A log on incoming and outgoing calls is to be maintained by the persons making and receiving calls.
4. Normal nursery routine will be restored as soon as reasonably practicable.
5. Staff briefing will be given as soon as possible after the circumstances of the incident are known. The briefing will include
  - A brief statement of factual information
  - Outline the nursery's response and plan of action
  - Allow for questions and responses
  - Outline responsibilities for monitoring children's welfare
  - Identify any vulnerable staff and children
  - Advise staff on procedure for dealing with media
6. Reassure children if necessary
7. Contact families affected quickly and sensitively. Consistency of information is vital. It may be appropriate for families to come to nursery. If the death of a child has occurred the manager will make contact with the parents at an amicable time after the event.
8. Make arrangements to inform other parents. It may be the case that advice needs to be sought from the Police and County Council, especially if there is the possibility of legal liability. The nursery would

normally inform other parents via a letter. The letter will contain facts of the critical incident and ensure that only accurate information is shared. If all parents have to be informed as a matter of urgency, those making the calls will be provided with a script so that all parents receive the same information.

9. Inform Ofsted of the events as soon as reasonably practicable.

10. Dealing with the media. Cooperation with the media can make the difference between accurate and inaccurate reporting of an incident. A structured approach will be taken with support from the authorities such as the Police and County Council.

Before making a statement we will:

- Ensure checks are carried out with the relevant authorities (Police, Fire and Rescue service, County Council)
- A confirmation of consent to release names from the relevant authorities
- Ensure all facts are absolute
- Give consent to media before they are able to come onto nursery property

11. Devise a plan for supporting those effected. Support from the County Council will be sought in order to signpost those effected to the most appropriate support.

12. Depending on the nature of the incident it may be necessary to suspend normal practices. In the event of a death it may be most appropriate to close the nursery.

After managing an incident it is good practice to review the procedures and update or amend the policy. As we are aware, no two incidents could be the same therefore only general conclusions can be drawn.

*Below is an example of the format that should be used when recording vital information in the event of an incident*

Location			
Nature of incident			
Date	Time	Name and Nature of contact	Agreed Actions



## Dignity at work

Daisy Chain Nursery is committed to creating an environment free from bullying and harassment, where everyone is treated with dignity and respect.

Bully and harassment can have very serious consequences for the individual and the setting. Bullying or harassment may cause stress; affect an individual's health and their family or social relationships. It can also impact on an individual's work performance and result in them leaving their job.

Effects on the setting can include loss of morale, poor work performance, increased employee turnover, legal claims and damage to the settings reputation, therefore Daisy Chain will not tolerate bullying and harassment of any kind.

All allegations of harassment and bullying will be investigated and appropriate disciplinary action will be taken. Daisy Chain will not tolerate victimisation of a person for making allegations of bullying and harassment in good faith or supporting someone to make such a complaint. Victimisation is a disciplinary offence. The setting will treat complaints sensitively and maintain confidentiality to the maximum extent possible.

**Bullying** is offensive, intimidating, malicious, insulting behavior or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end.

**Harassment** is unwanted conduct related to protected characteristics, which are sex, gender reassignment, race (which includes colour, nationality and ethnic or national origins), disability, sexual orientation, religion or belief and age, that:

1. has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
2. is reasonably considered by that person to have the effect of violating their dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for them, even if this effect was not intended by the person responsible for the conduct

All bullying and harassment is misconduct and is a disciplinary offence that will be dealt with under the settings disciplinary policy. Bullying or harassment will often be gross misconduct, which can lead to dismissal without notice.

**Victimisation** is subjecting a person to a detriment because they have, in good faith, complained (whether formally or otherwise) that someone has been bullying or harassing them or someone else, or supported someone to make a complaint or given evidence in relation to a complaint. This would include isolating someone because they have made a complaint or giving them a heavier or more difficult workload.

Making a complaint that you know to be untrue, or giving evidence that you know to be untrue, may lead to disciplinary action being taken against you.

We ask all our staff to take responsibility to help create and maintain a work environment free of bullying and harassment by;

1. Being aware of how behavior may affect others
2. Taking a stand if you believe something is wrong
3. Treating colleagues with dignity and respect
4. Reporting harassment or bullying to the manager immediately

## **Disciplinary**

Daisy Chain will always seek to resolve disciplinary and grievance issues within the workplace. Where this is not possible Daisy Chain will consider using an independent third party to help resolve the problem. The third party need not come from outside the organisation but could be an internal mediator, so long as they are not involved in the disciplinary or grievance issue.

Daisy Chain views any breach of discipline as extremely serious. Those involved with, or responsible for, breaches will be subject to disciplinary proceedings at an appropriate level. Daisy Chain requires rules and procedures to be complied with to ensure good relationships between employees and manager. It is hoped that there will be no need to use the disciplinary procedure. However, should an action be deemed necessary, the procedure laid below should allow all relevant issues to be dealt with reasonably. Disciplinary action is usually at the discretion of the manager.

An attempt should first be made to resolve the problem informally. Where a letter of complaint is given, you are entitled to 7 days' notice of any disciplinary hearing. You will have the right to attend the hearing and to reply to the complaint.

The statutory procedure, which is set out in schedule 2 of the Employment Act 2002, can be summarised as follows:

The following stages apply:

### **Step 1**

The employee will be notified in writing of the alleged complaint – in terms of performance or conduct; and the basis for the allegations will be set out; the employee will be invited to a meeting to discuss the matter.

### **Step 2**

A meeting will be held to discuss the basis of the complaint – the employee has the right to be accompanied by a work colleague. The employee will be advised of the decision and the right to appeal.

### **Step 3**

An appeal meeting will be held (if the employee wishes to appeal) at which the employee has the right to be accompanied (as above) – the employee will be advised of the final decision. An attempt should first be made to resolve the problem informally. Where a letter of complaint is given, the employee will be entitled to 7 days' notice of any disciplinary hearing. Employees will have the right to attend the hearing and to reply to the complaint.

Unless the complaint is dismissed, Daisy Chain will give you written notice as above.

### **Verbal Warning**

- The employee will be interviewed by the manager and given the opportunity to explain their case.
- The employee will be given help and advice if possible and, if a disciplinary warning is deemed to be necessary a verbal warning will be given and a record of this will be kept in the individual's personal file and will not be considered 'spent' until twelve months have elapsed.
- This warning will detail the reason, the expected improvements, and the time scales within which the improvement should occur and the names of the persons present during the meeting.

### **First written Warning**

- The employee will be interviewed by the manager and given the opportunities to explain their case.
- If a disciplinary warning is deemed necessary, a first written warning will be given and a record of this will be kept on the individuals personal file and will not be considered spent until 12 months have elapsed.
- This warning will detail the reason, the expected improvements, and the time scale within which the improvements should occur and the names of the persons present during the meeting.

### **Final Written warning**

- The employee will be interviewed by the manager and given the opportunity to explain their case.

- If a disciplinary warning is deemed necessary, a final written warning will be given and a record of this will be kept in the individuals' personal file and will not be considered spent until 12 months have elapsed.
- This warning will detail the reason, the expected improvements, and the time scale within which the improvements should occur and the names of the persons present during the meeting.
- The warning will also confirm that further breaches of discipline may lead to termination of employment.

### **Grievance Procedure**

The following procedure applies should an employee or management have a grievance with a colleague;

- There is no definition for a grievance and only an individual can determine whether or not they feel aggrieved.
- All staff has the right of appeal if they think they have been unfairly treated.
- Staff with the grievance should first inform their manager. If the manager is the subject of the grievance then Ofsted should be informed
- If the grievance is not satisfactory dealt with at the first formal stage, staff should raise a formal appeal against the outcome of the first stage by putting the grievance in writing to the manager.
- Daisy Chain encourages the first instance to try and resolve the problem informally with the person with whom you have the grievance. If the issue cannot be resolved informally, staff should raise a formal grievance with their manager (not involved in the grievance) the following stages apply:

#### **Stage 1**

If the matter is not resolved informally, the matter should be raised in writing to the manager (if the grievance is with the manager you should go to stage 2 of the grievance procedure). The manager will deal with your grievance as quickly as possible and you should expect a written response within 7 days.

#### **Stage 2**

If the matter is not resolved at stage 1 or the grievance is about the manager, the matter should be raised in writing and taken to the manager or Ofsted.

#### **Stage 3**

If the matter has not been resolved at stage 2 you will be given the opportunity to present your grievance at a meeting where both parties will have the right to be supported at the meeting by a work colleague or union representative, although you will not be able to remain during any deliberations that might take place following your presentation. You should expect to have a response within 7 days. Further advice will be sought if the grievance cannot be settled.

For disciplinary action regarding safeguarding, please refer to the Safeguarding policy.

## **Early Years Foundation Stage (EYFS)**

Daisy Chain Nursery ensures that it fully implements the 'Early Years Foundation Stage' (2017) framework and guidance.

### **We aim to:**

- Provide a firm foundation for lifelong learning, 'What we learn with pleasure we never forget'. (A. Mercier)
- Promote independence
- Promote the value of learning through play and exploration, extending and enhancing the natural curiosity of the child providing structured activities for those children who are ready for them along with first hand experiences.
- Develop confidence and self-esteem, enabling each child to develop as an individual
- Promote learning as an exciting and enjoyable experience
- Provide a smooth transfer between nursery and reception.

### **Our objectives are to:**

- Provide a stimulating, interesting environment that encourages learning through play and exploration.
- Provide high quality teaching and facilitate high quality learning through exciting, first hand experiences
- Value and build on children's previous experiences
- Allow time for children to produce work of depth and quality
- Acknowledge that how children learn is as important as the content taught
- Provide a foundation for positive attitudes (I Can)
- Celebrate achievements
- Deliver the curriculum using a variety of teaching strategies, appreciating a variety of learning styles

### **A Unique Child**

At Daisy Chain Nursery we recognise that every child is a competent learner, who can be resilient, capable, confident and self-assured. We recognise that children develop in individual ways, at varying rates. Children's attitudes and dispositions to learning are influenced by feedback from others; we use praise and encouragement, as well as celebrations and rewards, to encourage children to develop a positive attitude to learning and themselves.

### **Inclusion**

We value the diversity of individuals within the nursery and do not discriminate against children because of 'differences'. All children at Daisy Chain are treated fairly regardless of race, religion, gender or abilities. All children and their families are valued.

We give our children every opportunity to achieve their best by taking into account children's range of life experiences, needs and backgrounds when planning for their learning. As well as our on-going observations we also gain feedback from home.

In our practice we set realistic and challenging expectations that meet the needs of all our children

### **Keeping safe**

It is important to us that all children in the nursery are 'safe'. We aim to educate children on boundaries; rules and limits helping them understand how things work. We provide children with choices to help them develop this important life skill. Children should be allowed to take risks, but need to be taught how to recognise and avoid hazards in order to build resilience.

We aim to protect the physical and psychological wellbeing of all children. (See Safeguarding Children Policy)

### **Health & Welfare**

Children learn best when they are healthy, safe and secure, when their individual needs are met and when they have positive relationships with the adults caring for them. At Daisy Chain we understand that we are legally required to comply with welfare requirements as stated in the Statutory Framework for Early Years Foundation Stage. We promote the welfare of children; promote good health preventing the spread of infection and taking appropriate action when children are ill. We manage behaviour effectively in a manner that is appropriate for the children's stage of development and individual needs; ensure all adults who look after the children or who have unsupervised access to them are suitable to do so. Ensure that the premises, furniture and equipment are safe and suitable for purpose. Ensure that every child receives enjoyable and

challenging learning and development experiences tailored to meet their needs. We maintain records, policies and procedures required for safe efficient management of the setting and to meet the needs of the children. All staff counted in ratio hold a current Paediatric First Aid certificate.

### **Positive Relationships**

At Daisy Chain we recognise that children learn to be strong independent from secure relationships. We are caring, respectful, and professional with the children and their families. We recognise that parents are children's first and most enduring educators and we value the contribution they make.

We offer parents regular opportunities to talk about their child's progress and allow free access to their children's work and journals; encouraging parents to come into nursery to share their interests.

### **Enabling Environments**

At Daisy Chain Nursery we recognise that the environment plays a key role in supporting and extending the children's development. This begins by observing the children and assessing their interests, development and learning, before planning challenging but achievable activities and experiences to extend the children's learning.

### **Observation, Assessment and Planning**

We make regular assessments of children's learning and we use this information to ensure that future planning reflects identified needs. Assessment in the EYFS takes the form of observation, and this involves the teacher and other adults as appropriate. These observations are recorded in children's individual learning journeys. They also contain information provided by parents and other settings.

### **2 year old integrated review**

Lincolnshire's Integrated Review at Two brings together the Health Visiting team and the Early Years provider in a shared communication pathway.

The Early Years Foundation Stage Framework states that when a child is aged between two and three, practitioners must review their progress, and provide parents and/or carers with a short written summary of their child's development in the prime areas. This progress check must identify the child's strengths, and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, practitioners should develop a targeted plan to support the child's future learning and development involving parents and/or carers and other professionals.

*The aims of the Integrated Review, are as follows:*

- To identify the child's progress, strengths and needs at this age in order to promote positive outcomes in health and wellbeing, learning and behaviour.
- To facilitate appropriate intervention and support for children and their families, especially those for whom progress is less than expected.
- To generate information which can be used to plan services and contribute to the reduction of inequalities in children's outcomes.

*The specific outcomes that service integration within the assessment process is expected to achieve include:*

- Improved multi-agency working and sharing of information to support families.
- Reduced duplication and smoother processes.
- Clearer and more consistent information for parents.
- A more holistic understanding of children's needs.
- Earlier identification of need and earlier access to relevant support.
- Contributing to improved outcomes for children, including improved school-readiness.

Upon registration, parents will be asked to give consent for the nursery to contact the health visiting team if necessary. Where the situation arises that this is deemed necessary, additional consent will always be sought beforehand as part of the discussion around the check.

### **Supporting Every Child**

Key workers endeavour to provide a challenging individual curriculum for each child that is achievable. This is supported through observation of the child's current interests and achievements in both a teacher directed and free-play environment.

### **The Learning Environment**

The EYFS classroom is organised to allow children to explore and learn securely and safely. There are areas where the children can be active, be quiet and rest. The classroom is set up in learning areas, where children are able to find and locate equipment and resources independently.

This has a positive effect on the children's development. Being outdoors offers opportunities for doing things in different ways and on different scales than when indoors. It offers the children the opportunity to explore, use their senses and be physically active and exuberant. We plan activities and resources for the children to access outdoors that help the children to develop in all areas of learning.

### **Wider Contexts**

At Daisy Chain Nursery, we endeavour to forge and build relationships with other settings, organisations and services. We believe that through sharing expertise, listening and involving the children, we can achieve positive contributions both to our school and the wider community. We ensure that we recognise a wide variety of cultures, religions and ways of thinking in order to support the children in their understanding of the diverse world we live in.

## **Equal Opportunities/Inclusion**

Daisy Chain and all staff, volunteers and students are fully committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families.

All applicants for jobs will be treated fairly and the best person will be appointed. Volunteers are welcome.

The Equal Opportunities Policy of Daisy Chain applies to all people, whether using or working within the setting. We will provide employment, training, pay and will not discriminate, whether directly or indirectly in the treatment of any persons with regards to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex and or sexual orientation unrelated to an individual's ability to perform essential job functions.

It is also Daisy Chains policy to conform to all employment standards required by law. Any discriminatory language, behaviour or remarks by children, parents or any other adults are unacceptable in the nursery.

Our response will aim to support the victim(s), and help those responsible to understand and overcome their prejudices making it clear that such behaviour/remarks will not be tolerated.

All staff are responsible for sharing information regarding ideas and resources for children on a practice level. The platform to share these ideas will be during staff meetings to ensure that inclusion and equality continues to be embedded in the daily practice.

In order to promote equality and diversity we will:

- Ensure that all parents are made aware of our Equal Opportunities policy
- Offer choice for all
- Advertise Daisy Chain widely.
- Reflect the diversity of members of our society in our publicity and promotional materials
- Provide a wide range of resources and play opportunities in our planning that reflects the wider community
- Invite parents and members of the community in to Daisy Chain to share their experiences
- Ensure our admissions policy promotes equality for all children and families
- Not discriminate against a family or prevent entry to our setting on any grounds, ensuring that the setting is accessible to all families regardless of race, nationality, disability or religious belief.
- Provide opportunities for parents and carers to contribute to their child's care and education
- Offer information regarding sources of financial support for families with differing means

***We aim to encourage children to develop positive attitudes about themselves and other people. We will do this by:***

- Listening to children ensuring each child feels included, safe, valued and respected.
- Promoting the 'Fundamental British Values' (Refer to 'British Values' policy) in our planning, provision and interactions with children
- Ensuring that all children have equal access to activities, resources and learning opportunities
- Making appropriate provision to ensure that each child receives the widest possible opportunity to develop their skills and abilities and recognise different learning styles
- Provide play materials/resources and activities that demonstrates diversity of background and ability, to help develop positive attitudes to differences of race, culture, language, gender and ability.
- Promoting children's awareness of their own culture and beliefs and those of other people
- Ensuring the differentiation of activities to include the needs of all children
- Working In partnership with key professionals to ensure that individuals with learning difficulties and/or physical disabilities can participate fully in all aspects of the provision.
- Avoiding stereotypical images in equipment, resources and activities and challenge any stereotypical talk
- Using positive, non-discriminatory language with all children
- Ensuring any discriminatory language of practice is challenged appropriately

***English as an additional language:***

- Staff will value linguistic diversity and promote opportunities and support for children to develop and use their home language in their play and learning
- The setting will provide information in languages which reflect the needs of the local community for families who speak English as an additional language. Our practices will ensure their full inclusion using communication strategies such as visual cues and books

- Alongside support in the home language through key words, staff will provide a range of meaningful opportunities in which children can develop English

### ***Inclusion***

- The staff will ensure that there are positive attitudes to diversity and difference so that every child is included and not disadvantaged
- Children will be encouraged to recognise and talk about their differences and similarities in relation to one another
- Children will be supported to learn from the earliest age to value diversity in others and grow up making a positive contribution to society
- Staff will work with parents and other professionals to make reasonable adjustments to the environment as required by the disability Discrimination Act to accommodate and meet the needs of a child with identified learning difficulties and/or physical disabilities (refer to SEND policy)
- Staff will focus on each child's individual learning, development and care by:
  - Removing or helping to overcome barriers for children where these already exist.
  - Being alert to the early signs of needs that could lead to later difficulties and responding quickly and appropriately, involving other agencies as necessary.
  - Stretching and challenging all children
- All children irrespective of ethnicity, culture or religion, home language, family background, learning difficulty or disability, gender or ability will have the opportunity to experience a challenging and enjoyable program of learning and development

### ***Staff Training***

- Staff, students and volunteers will be encouraged to attend training opportunities to support their awareness and understanding of equality and diversity.
- The setting SENDco Jenna Farrow will attend training around Special Educational Needs and the Code of Practice and attend regular cluster meetings by the local authority to stay up to date
- Staff students, volunteers will have equal access to identified training to ensure professional development

### ***Employment Statement***

- All posts will be advertised and applicants judged against specific and fair criteria
- Applicants will be welcomed from all backgrounds regardless of ethnicity, religion, culture, language, gender, sexual orientation or age.
- Daisy Chain may use the exemption clauses of the Sex Discrimination Act 1986 where it is necessary in exceptional circumstances to enable the service to best meet the needs of the community.
- Successful applicants will be subject to references and checks by the Disclosure & Barring Service.
- Job descriptions will include a commitment to equality and diversity as part of the specification.
- The recruitment process will be monitored to ensure that it meets the Equal Opportunities Policy

### ***Race Equality Statement***

- Daisy Chain has due regard to eliminate unlawful racial discrimination
- We promote equality of opportunity and good relations between people of different racial groups
- Provide good opportunities for children from ethnic minorities and we wish individuals who access the setting to know that they will receive the same fair treatment and are cared for based on their individual needs.
- All individuals are entitled to equal rights and the same opportunities, regardless of racial group
- We expect everyone involved in the setting to seek to eliminate racism where identified
- We strive to ensure equal access to the setting
- We encourage, support and help all children and staff to achieve their full potential
- Our resources will reflect cultural diversity

Daisy Chain recognises that children have a wide range of needs which differ from time to time, and will consider what part it can play in meeting these needs as they arise.



## **Fire safety and evacuation**

The fire assembly point for Daisy Chain is on the playground at the rear of the school in front of the brick planters.

*\*See evacuation map attached for escape routes (also placed above the fire extinguishers)\**

### **Named Fire Officer for Daisy Chain is Jo Clegg (school caretaker)**

- Fire drills will be carried out every 6-8 weeks. These are instigated by the caretaker at the primary school
- Each drill will be recorded in a log to be reviewed and evaluated. This will include date and time of drill, how long it took, any problems and further action to improve
- Scenarios/simulations will be used by the manager to ensure that all staff are fully prepared for a variety of fire emergency situations
- All new members of staff will take part in a fire evacuation drill within their the first 6-8 weeks of employment
- All fire exit doors and firefighting equipment will be kept free of obstructions and clearly located with the appropriate signage
- Daily risk assessment checks will ensure all fire doors and exits are free from obstruction and are fully operational
- Fire risk assessments will be conducted and reviewed annually
- Any recommendations made by the Fire Prevention Officer will be carried out and adhered to
- Smoke detectors/alarms will be checked weekly by the school and firefighting equipment will be checked monthly or according to the fire officers recommendations and the date of those checks will be recorded by the lead person
- The fire evacuation procedure will be explained to all visitors
- All visitors will be required to sign in and out of the setting in a designated visitor's book
- Children will be made familiar with the sound of the fire alarm within the first half term of starting

### **What to do when you see a fire**

- Shout Fire
- Raise the alarm
- Call 999
- All staff members present are responsible for escorting the children outside to the fire assembly point in front of the planters in the primary school playground (illustrated on the evacuation map)
- Room leaders Debbie Mullard and Jenna Farrow will take all registers to the fire assembly point. Julie Smith is responsible for taking the mobile phone (In the case of a room leader being absent, Carole Farrow will step in)
- The last person in each room will check toilets, office and kitchen
- Leave the building by the nearest fire exit leaving all belongings and coats behind
- Stay calm. Do not run or go back into the building
- The last person to leave must ensure all doors are closed
- Make sure that all children, parents, staff and visitors are out of the building and safely away from the danger.

### **It is imperative that you concentrate on a safe evacuation rather than attempting to put out the fire.**

- Once at the fire assembly points, room leaders Debbie Mullard and Jenna Farrow are responsible for counting and checking the children against the registers for their allotted room
- It is extremely important that external routes are clear and no fire doors are to be left open or wedged open
- Always take the nearest available fire exit
- Emergency fire escape route signs are placed above all exit route doors
- If after a roll call a child is suspected of still being inside the Nursery building then Carole Farrow or a room leader will report this to the fire chief on his arrival
- In an emergency the children will be escorted to the Children's Centre where Daisy Chain staff will contact the parents/carers from the information provided in the emergency contacts on the back of the register
- Grab packs (Comprising of space blankets) are available at the children's centre in poor weather conditions if children feel cold

### **Special Assistance**

- There must be sufficient staff to ensure that those with a disability have a speedy evacuation.
- If we do have any children with a disability then a fire risk assessment report will be completed for that child before they start nursery.

**WE AIM TO HAVE ALL PERSONS PRESENT OUTSIDE AT THE FIRE ASSEMBLY POINT WITHIN 2.5 MINUTES OF THE ALARM BEING RAISED**

**Fire extinguishers**

There are 5 fire extinguishers present in the building;

-4 6 litre Foam Fire Extinguishers. For use on liquid fires. DO NOT USE on electrical or metal fires. 2kg Co2 in Kitchen

-A fire blanket in the Secret Garden and in the kitchen

-Escape route information is provided above each extinguisher

*\*Locations of fire extinguishers are present on the map in the fire officer's folder\**

**Electrical Equipment**

-No electrical equipment shall be brought into Daisy Chain and used unless it has been PAT tested.

-Staff will visually inspect all electrical equipment before use and notify Carole Farrow of any defects.

-Staff should always switch off electrical equipment before removing the plug from the mains.

-All electrical equipment must be turned off at the end of the day.

-An electrical fire risk assessment can be found in the risk assessment file in the office

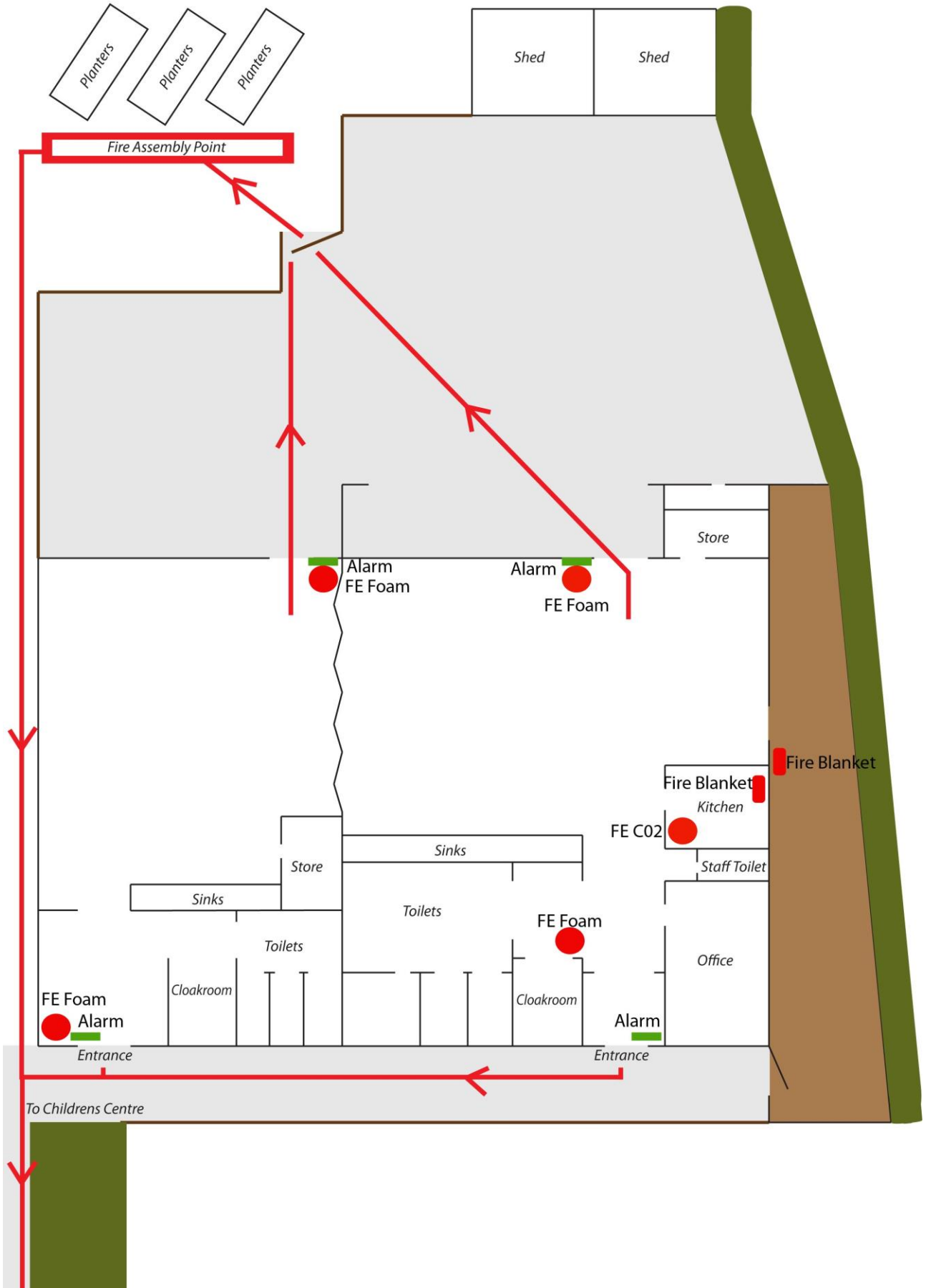
**SMOKING IS PROHIBITED IN THE NURSERY BUILDING AND GROUNDS**

**General**

Carole Farrow will provide employees with appropriate information and training about the fire precautions in the setting when they begin work at Daisy Chain and also at regular intervals (yearly) throughout the period they work at the nursery.

All employees must cooperate with Carole Farrow to ensure that the workplace is safe from fire and its effects and must not do anything that will place themselves or other people at risk

By reading and signing these procedures and the Fire Risk Assessment staff are stating that they are clear with and understand the risks identified by the Fire Risk Assessment. The measures taken to prevent fires and how these measures will protect them if a fire breaks out.



### **Flu pandemic contingency plan**

Flu is an illness caused by an infection of the influenza virus. The flu virus constantly changes and there are many different strains of flu;

-An epidemic is a sudden outbreak of disease that spreads through a single population or region in a short amount of time.

-A pandemic occurs when there is a rapidly-spreading epidemic of a disease that affects most countries and regions of the world.

-Pandemic flu occurs when an influenza virus emerges that is so different from previously circulating strains that few, if any, people have any immunity to it. This allows it to spread widely and rapidly, causing serious illness.

Daisy Chain will inform parents if there is a case of flu among the children, or they suspect the children may be at risk, this will be through one of the following means;

-Phone call

-Email

-Text message

-In person

Children will be encouraged to;

- Use soap and water when washing their hands/ alcohol hand rub.
- covers their mouth when coughing or sneezing (with a tissue, not with their hands,)
- Throw dirty tissues away quickly into bins and wash hands.

Following these simple precautions will help slow the spread of the virus.

#### **Nursery Actions,**

- Regularly clean frequently touched hard surfaces (kitchen surfaces, door handles) using antibacterial cleaning products.
- Maintain log of all decisions relating to the incident in their own area and the continuity of their functions:
- Keep accurate record of pupil attendance figures:
- Follow instructions and guidance from The Local authorities and The County Councils' Children's Services.

The actions taken by the nursery to deal with disruptions will be done in a timely and effective way. Actions are split into stages of, 'before pandemic' (proactive measures), 'during pandemic', (reactive measures) and 'after pandemic' (recovery measures).

The measures are broken down into various levels of alert. When certain criteria are met (either within the Preschool or externally) this will trigger an appropriate level of alert and in turn the response actions required.

#### **Alert level 1**

Trigger points- Declared by nursery supervisors under guidance from Local authorities and County Children's Services. When sickness levels for flu related reasons noticeably arise above normal seasonal sickness patterns. Or a flu pandemic is declared anywhere in the world.

#### **Actions**

- Sickness reporting frequency increased to daily reports if not already at this level.(Report to County Council)
- All staff alerted to the increased levels of flu risk.
- Promotion of Health Protection Agency hand washing advice e.g. posters in all toilets and communal areas.
- Review and update contact details for parents.
- Review all staff home contact details and ensure all staff are aware of the location of the sickness procedures.
- Maximize stocks of soap and cleansing equipment.
- Initiate cleaning regime of all high contact equipment.
- Inform all suppliers which may be affected by closure.

### **Alert level 2**

**Triggers**-Government encourages a blanket closure of schools nationally or locally.

#### **Actions**

Everything within alert level 1 plus:

- Issue letter to parents forewarning of the potential for the school to close for a period of weeks include advice to parents regarding actions, which can be taken at home to reduce spread of virus.
- To communication with all staff about the increased level of risk, health advice and contingency arrangements within the nursery cancellation of all unnecessary meetings or large staff/pupil gatherings.
- Stop any teacher/parent contact activities.
- Review salary/budget?

### **Alert level 3**

#### **Actions**

Everything within the level 2 plus:

- Keep staff well informed to alleviate fear and fear related absenteeism.

### **Alert level 4**

**Triggers**-School pupil or staff member flu related fatality.

#### **Actions**

- Follow guidance in schools critical incidence guidance plan.
- Appropriately inform all staff and pupils of the death.
- Keep staff well informed to alleviate fear and fear related absenteeism.

### **Alert level 5** – (Return to normality)

**Triggers**- Sickness levels amongst school teaching staff return to a safe teacher/pupil ratio. Any government decision to close schools is reversed.

#### **Actions**

- Managed and redeployment of staff to normal teaching areas.
- Continued increased levels of hygiene (hand washing guidance etc)
- Sickness reporting frequency decreased to normal levels.
- Inform parents of reinstated Pre School services.
- Review the well being of those who have not taken sick leave throughout the pandemic. Consider an appropriate support scheme with emphasis on reducing exhaustion and stress.
- Reinstate meetings and school gatherings.
- Reinstate parent/staff face to face contact functions.
- Review salaries?
- Keep staff informed of all changes.

#### **Nursery Closures**

The Government may advice schools and early years/ childcare settings to close in order to reduce the spread of infection amongst children.

This advice will be provided only if closure is anticipated to produce significant health benefits.

Closures will be area specific (whilst the virus is circulating in the locality) and are likely to be for two or three weeks, although they may be extended if the pandemic remains in the area.

## **GDPR (General Data Protection Regulation)**

GDPR stands for General Data Protection Regulation which became law on 25 May 2018. It covers the management and control of personal information. This is a legal requirement for all organisations.

GDPR will replace the Data Protection Act 1998 and the Privacy and Electronic Communications Regulations 2003. It increases the obligations that companies have regarding personal data and focuses on rights for individuals. There is an emphasis on a more robust protection for individuals.

### **GDPR principle**

GDPR condenses the Data Protection Principles into 8 areas, which are referred to as the Privacy Principles. They are:

- You must have a lawful reason for collecting personal data and must do it in a fair and transparent way
- You must only use the data for the reason it is initially obtained.
- You must not collect any more data than is necessary.
- It must be accurate and there must be mechanisms in place to keep it up to date.
- You cannot keep it any longer than needed.
- You must protect the personal data.
- You must have appropriate measures against unauthorised or unlawful processing or personal data and against accidental loss or destruction/damage to personal Data.
- Personal Data shall not be transferred to any outside agency or country within the EU that does not comply with the new General data protection regulations.

The GDPR provides the following rights for individuals:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erase.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision-making and profiling.

There are two main roles under the GDPR; the data controller and the data processor. As a childcare provider, we are the data controller. The data is our data that we have collected about the children and their families. We have contracts with other companies to process data, which makes them the data processor. The two roles have some differences but the principles of GDPR apply to both. We have a responsibility to ensure that other companies we work with are also GDPR compliant.

## **Daisy Chain Privacy Notice**

### **What is Personal Information?**

This is classed as any data which can be linked to a single person and can identify them. Examples include a name, email address, postal address, telephone numbers, bank accounts and photos. An email address alone is not personal data unless it can be directly linked to more data that is stored somewhere else. Personal Information is information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

We collect personal information from you when you use our service. As a result we strictly adhere to the following;

- We respect your right to access, correct, request deletion or request restriction of our usage of your personal information as required by applicable law. We also take steps to ensure that the personal information we collect is accurate and up to date.
- You have the right to know what personal information we maintain about you at any given point.
- Daisy Chain will provide you with a copy of your personal information in a structured, commonly used and machine-readable format on request.
- If your personal information is incorrect or incomplete, you have the right to ask us to update it
- You have the right to object to our processing of your personal information
- You can also ask us to delete or restrict how we use your personal information, but this right is determined by applicable law and may impact your access to our service.

### **How does this work with nurseries' legal obligations?**

In order to comply with regulatory frameworks and inspectorates across the UK, there is a large amount of data that we must hold and maintain. A number of these legal obligations override GDPR and therefore we do not need consent to collect certain data from our parents or children.

We retain your personal information for as long as necessary to provide the services you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our policies.

We protect your personal information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorised access, disclosure and alteration. These include the use of firewalls and data encryption.

For information regarding the data collection for 'Early Years Entitlements', please see 'Lincolnshire County Council - Privacy Notice'. A copy of this can be found in the nursery entrance.

### **What is a breach?**

If data or personal information is accidentally lost, destroyed or shared, this is a breach. Sharing in this instance means giving unauthorised access to personal data. Any breaches must be reported to the [Information Commissioners Office \(ICO\)](#)

### **Who does it affect?**

This affects everyone as individuals and all organisations which hold personal data of any type.

DOCUMENT	DATA RECORDED	LAWFUL/LEGAL BASIS FOR RECORDING DATA	DATA SHARING	DATA STORAGE	DATA RETENTION	DATA DESTRUCTION
Accident, injury and first aid recording including existing injuries and illness records	Childs personal information, staff names and parent name and signature	Legal obligation Requirement of the EYFS 2017 and childcare register 2016	On request with other agencies- e.g. Ofsted, LSCB, LA, GP, HV or Emergency Services	Completed forms are signed and stored in accident folder	Until child is 21 years and 3 months to comply with the limitation Act 1980	Documents are deleted after the required length of time
Accounts/ HMRC	Invoices for parents, Childs name and booked in sessions, Business expenses including purchase receipts	Legal obligation required by HMRC	On request by HMRC	All documentation stored in a locked metal storage cupboard	For at least 5 years after the 6 <sup>th</sup> April deadline of the relevant tax year	Documents deleted or shredded after the required length of time
Attendance register	Childs name and date of birth, child's arrival and departure time	Legal obligation- requirement of the statutory framework; EYFS 2017 and childcare register 2016	On request with other agencies e.g. Ofsted, LSCB, LA or HMRC	Stored in attendance folder in office	Until a child is 21 years and 3 months	Documents deleted after required length of time
Child record and Emergency contact information	Information of child and emergency contact details from parents including family of friends	Legal obligation- Requirement of the statutory framework; EYFS 2017	This document may be shared with other agencies including Ofsted	Stored alongside contracts in locked office	Until the child has left the setting	Documents deleted after the required length of time
Complains record	Child/family details, provider details	Legal obligation- Requirement of the statutory framework; EYFS 2017 and childcare register	The document may be shared with other agencies including Ofsted	Sored in complaints book	Six years	Documents shredded after the required length of time
Concerns about a child	Sensitive information on child or families, parents name and child's name	Legal obligation- Requirement of the statutory framework; EYFS 2017	The document may be shared with other agencies including Ofsted	Stored in locked metal cabinet	Until the child is 21 years and 3 months	Documents shredded after the required length of time
Childcare contracts and registration	Contract details between parent and provider. Sensitive details of child and families including parent and provider signatures	Insurance requirements and legal obligation- requirement of the statutory framework of both EYFS 2017 and childcare register 2016	This document may be shared with other agencies including Ofsted and HMRC	Stored in locked office	For at least 5 years after submission deadline for relevant tax year	Documents shredded after the required length of time



Informing Ofsted about changes / Ofsted notifications	Changes to provider details as required in the compliance Handbook	Legal obligation as required in statutory framework of EYFS 2017 and Ofsted requirements	Documents may be shared with other agencies including Ofsted		3 years or until next Ofsted inspection	Documents shredded after the required length of time
Learning and Development information	All about me, starting points, photos, progress tracking, observation assessments of learning and development, two-year checks, reports	Legal obligation as required in statutory framework of EYFS 2017 and legitimate interest in inspection handbook as allow provider to track development effectively. Photo consent can be withdrawn at anytime	The document may be shared with other agencies including Ofsted and other settings	Stored on playroom shelf	Until a child starts school or leaves the setting to attend a new setting	Documents shredded after the required length of time
Local Authority Funding Form	Child and family personal information including NI details, two year and EYPP codes and proof of DOB	Contractual obligation as required by LA for funding requirements	May be shared with other agencies included	Stored in locked office	3 Years as requested by local authority	Documents shredded after the required length of time
Local Safeguarding Record Forms	May have child or family personal information	Legal observation as per EYFS 2017 and LSCB requirements	Documents may be shared with other agencies including Ofsted and LSBC	Scanned and saved on a password protected hard drive or memory stick or paper copy	Until a child is 21 years and 3 months	Documents shredded after the required length of time
Permission forms and physical intervention forms	Child and parent names and signatures of parent and setting. Personal details about the child, parents and setting signatures	Legal obligation under the EYFS 2017 statutory framework plus legitimate interests to provide high quality setting and photo permission can be withdrawn at any time	Documents may be shared with other agencies including Ofsted	Stored in locked office	Until a child is 21 years and 3 months	Documents shredded after the required length of time

## **Health and Safety**

It is the policy of Daisy Chain to create a safe environment and to encourage ways of working which will ensure the safety of children, employees and all other persons who come on the premises. Our daily routines encourage the children to learn about personal hygiene, risk management and building awareness of own safety.

A health and safety poster is clearly be displayed within the nursery's entrance.

**The person responsible for the general implementation of this policy is Carole Farrow (Manager).**

All staff members have a responsibility to bring to the attention of the above-named person any concerns with regard to Health and Safety. The above-named person is responsible for recording any concerns raised and acting upon them.

A termly audit will be carried out on all aspects of health and safety in the setting by the designated person.

All staff are responsible for their own safety and the safety of the children attending the setting. They have a responsibility to work in a way that ensures the Health and safety of themselves and all other persons they meet.

Staff will undertake any relevant training to support Health and safety within the provision.

All new members of staff will receive Health and Safety information as part of the induction process within the first week of their appointment.

**Children will be in sight or sound of an adult at all times.**

### **Risk Assessments**

Risk assessments will be conducted to assess the environment and ensure that it is safe and suitable for all children, parents, staff, volunteers', and visitors.

- Written formal risk assessments will be kept on site and will be always accessible.
- Management will maintain a record of all safety issues and any action taken.
- Daily risk assessments will be carried out on the indoor and outdoor environment.
- The formal risk assessments will be carried out yearly or more frequently where the need arises.
- Specific risk assessments will relate to inside and outside environments and outings.
- All staff will be involved in the risk assessment review process.

Risk assessments will contain the following.

-Identification of the risk, where it is and what it is

-Who is at risk

-Assessment as to the level of the risk, high, medium, or low

-Control measures to reduce/eliminate

-Monitoring and review

All risk assessments are reviewed annually to ensure they are as up to date as possible, considering all current risks. Risk assessments are updated ongoing where circumstances change, or new resources are added.

Daisy Chain holds Public and Employers liability insurance, the certificate is displayed in the entrance notice board.

### **Evacuation**

The safe evacuation of the building is of primary importance.

- A written fire drill procedure and a diagram of the building and escape routes will be always on display. This will include information on 'raising the alarm' and the place of safety way from the building.
- Exits will be kept clear. Where it is necessary to lock any outside door, this will be done by leaving the key out of the reach of the children, next to the door.
- Fire doors will be kept always shut.
- A practice fire drill will be carried out twice every term. Routes and time/days will be varied and recorded.
- Fire appliances will be checked annually, and the staff will be made aware of their position.
- Matches will be inaccessible to children.

- All visitors will be made aware of the fire evacuation procedure
- New staff will take part in a fire evacuation drill as part of their induction, within the half term of their appointment.

### **Electrical Appliances**

- All electrical appliances are checked regularly and recorded by a qualified electrician.
- All faults will be reported to the management.
- Electrical equipment will be unplugged when not in use
- Electrical leads will be placed so they do not trail in a way that is dangerous
- No liquids will be placed near to an electrical appliance
- Our boiler/electrical switch gear/meter cupboard is not accessible to the children
- There are sufficient sockets to prevent overloading
- Only electrical items that have been PAT tested will be allowed for use within the setting

### **Buildings and Equipment**

- Any faults will be reported to the management who will contact the relevant person
- Equipment and resources will be checked for hazards and faulty equipment will be removed.
- Equipment will be cleaned at regular intervals within a cleaning routine
- Equipment and resources will conform to the legislative standards
- Staff should have regard to the Manual Handling policy when equipment and resources are being moved
- Before purchase all resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting
- The layout of play equipment allows adults and children to move safely and freely between activities
- Children are taught to handle and store tools safely
- All equipment and resources are stored or stacked safely to prevent falling or collapsing
- Sand is clean and suitable for children's play and is changed annually
- There will be safe surfaces beneath and around all climbing equipment and such activities will be appropriately supervised.

### **Outdoor area**

- Our outdoor area is securely fenced
- Our outdoor area is checked for safety and cleared of rubbish before it is used every morning
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides
- All outdoor activities are supervised at all times

### **General Tidiness**

- The premises will be kept tidy in order to reduce the risk of accidents
- Hot drinks will not be consumed in the presence of the children
- All storage areas will be kept tidy and equipment stored appropriately
- Steps will be provided for items stored on high shelving

### **Hygiene**

It is the responsibility of all staff to maintain standards of cleanliness and 'clean as you go.' We regularly seek information from the Environmental Health Department and the Health Authority to ensure we keep up to date with the latest recommendations.

We will ensure that;

- Soap will be provided for hand washing and a hand dryer in both toilets for drying hands
- Hands are washed after using the toilet, handling food, and handling a variety of different resources and animals
- Toilet areas are checked 2 times daily where action is taken to ensure high standards of hygiene and safety. The member of staff responsible for toilet checks that day will sign on the checklist after each inspection undertaken. The toilets will be cleaned throughout the day where necessary.
- Disposable gloves and aprons are available to be worn when coming into contact with bodily fluids
- Young children are escorted to the toilet and a step to the toilet is provided if required
- Information will be obtained from environmental health department on up to date legislation
- Tissues will be available for use; tissues will be disposed of appropriately after use and hands washed
- Anti-bacterial spray will be used to clean surfaces for food preparation and after use.
- Blue plasters will be used by staff if necessary when handling food
- A sanitary bin is provided in the staff toilet

### **Storage of Cleaning Materials**

- COSHH legislation will be followed (Control of Substances Hazardous to Health). This is placed on the cleaning cupboard as a reminder for all staff
- Any new cleaning product purchased will be processed by Carole Farrow who will make sure that label instructions are added to the COSHH sheet
- Any potentially dangerous substance will be kept out of sight and reach of children in a locked cupboard.
- Screw topped containers will be tightly closed
- Cleaning materials will be stored in the original containers or labelled containers with instructions in H & S file.

### **Smoking**

- There is strictly **NO SMOKING** allowed on the premises of Daisy Chain, including the outdoor area.
- Staff members are not permitted to smoke during the hours of duty and failure to observe this policy will result in disciplinary action.
- It is illegal to sell cigarettes to children under 18 and for children under 18 to smoke in public

### **Alcohol/Other Substances**

- There is strictly no alcohol or any other substances allowed in the premises of Daisy Chain.
- It is illegal for children under 18 to buy alcohol and drink in public.
- All staff/volunteers are not permitted to work if under the influence of alcohol and any other substances that may affect their ability to care for children. Failure to observe this policy will result in disciplinary action. This includes prescribed and non-prescribed drugs.
- Where an employee is taking strong medication that may affect their ability to care for children, this should be disclosed to the manager and medical advice should be sought and a copy of the medical statement must be retained in staff file. The employee will only work directly with children if the medical advice is that the medication is unlikely to impair their ability to look after the children. Consent will be sought from the member of staff to share this information where necessary.
- A box will be provided for medication to be stored securely away from children
- Daisy Chain will not tolerate on the premises any parent/carer under the influence of alcohol or any other substance. Any parent under the influence of alcohol and any other substance will be refused admission and Daisy Chain will determine if it is appropriate and safe for the child to leave with them. The Safeguarding procedure will be followed in the event of a staff member believing a parent to be under the influence of alcohol or another substance.

### **Solvents**

- There is strictly no solvents allowed on the premises of Daisy Chain
- It is illegal to sell solvents to children under 18
- All glues etc. used at the setting will be safe to be used by children and children will be supervised in the use of them
- Any solvents bought onto the premises by a child will be removed from them and parents/carers will be informed

### **Animals**

- Daisy Chain will ensure that any animal visiting the setting is free from disease and safe for the children
- The children will be required to wash their hands before and after contact with animals
- A full risk assessment will be undertaken before children come into contact with animals/pets
- We will be mindful of children that suffer from pet allergies. Where a child attending the setting has an allergy to a specific animal type, that animal will not be deemed suitable to visit the setting.

### **Supervision of children**

- Children will be supervised in accordance with the adult: child ratios as set out by the EYFS requirements.
- Children in or out of the building will be in sight or sound at all times.
- Head counts will be conducted throughout the day.
- When children are playing outside, if anyone uninvited enters the grounds a member of management will ask them to leave. If they refuse to leave, the fire alarm will be sounded to get all children congregated on the school playground in line with the fire evacuation procedure.

- Special care will be taken when children are using the apparatus. All equipment will be checked to ensure it is stable and secure to use. All children will be taught the correct use and care of equipment.
- Alterations will be a single line through the original entry.
- If children are taken off the premises for an activity/community visit, their whereabouts will be recorded. Parents will be informed with written consent before where possible and after. Parents will be asked to give prior consent for leaving the premises on the registration form upon starting. If a parent declines consent for the child to leave without information given prior, the parent will be called for consent on the day.
- Daisy Chain staff will not transport any children in their cars. Parents who wish their child to accept a lift with another person must arrange these themselves. Records of whom the children are with will be kept.
- All cooking activities involving the use of heat will be continuously supervised. Children will not be allowed unsupervised access to kitchens, cookers or any cupboards storing hazardous materials.
- Children and staff will be made aware by the lead person of damp/slippery areas in the play area outside after rain, frost, ice or snow.

### **Sun care**

- No children will be exposed to strong sunlight unless they are adequately protected.
- Sun cream will only be applied to children with written permission from the parents.
- Sun cream can be supplied by the parent, enclosed in its original container and labelled appropriately or parents can pay a small fee for it to be supplied by the nursery
- Parent will also be asked to provide sun hats and appropriate clothing for children to protect them from the sun
- We will endeavour to avoid exposure to the sun at its strongest – between 12-3pm by ensuring areas of shade for the children to keep cool
- Children will be encouraged to drink more water on hot days

### **Food**

- Children will be supervised at all times when eating
- Adults will not be involved in the preparation of food if suffering from any contagious illness or skin condition
- All staff involved in handling food will comply with regulations relating to food safety and hygiene
- Staff members preparing food will hold a relevant food hygiene certificate
- Food hygiene will be included in the induction process and on the job guidance
- Different cloths will be used for different cleaning processes
- All fruit will be washed before use
- Crockery and utensils will be washed thoroughly and stored in a dust free container
- All food will be stored in an airtight container or appropriately covered and stored safely
- Kitchen facilities will be kept clean with designated areas for different food types e.g. raw/ready to eat as identified by stickers and coloured chopping boards
- Fridge temperatures will be checked and recorded daily AM + PM
- Parents are asked to provide packed lunches in a covered box. Options will be available for parents to place labelled items in the fridge. Lunches are to be stored on the child's coat peg
- All uneaten items will be returned to parents in order for them to make their own judgements about their child's diet.
- In the event of food poisoning affecting two or more children looked after on the premises, we will inform environmental Health and Ofsted within 14 days of the event occurring.

### **Accidents and Incidents**

- All key members of staff on duty and counted in ratio will hold an appropriate First Aid qualification
- Daisy Chain has its own First Aid kit on the premises, situated on a shelf in the kitchen. The first aid kit complies with the Health and Safety regulations (First Aid regulations 1981)
- The contents of the first aid kit will be checked, replaced and updated regularly by **Julie Smith**
- Any medication required to be on the premises will be stored appropriately in accordance with the product instructions and must be within the original container in which dispensed
- Medication that is not required to be stored in the fridge will be kept in the locked medicine cabinet. Where medicine is stored in the fridge, the kitchen door will be locked at all times
- Accident, First Aid and Medication policy will be followed

- is kept safely in the locked medicine cabinet
- is accessible to all staff and volunteers, who know how to complete it
- contains a monitoring form for each child that is reviewed each time a new form is added alongside weekly and termly check to identify any potential and actual hazards
- highlights reoccurring accidents on certain equipment on a monitoring form

Ofsted is notified of any injury requiring treatment by a general practitioner or hospital doctor or the death of a child or an adult. In such a case we make a report to the Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.

#### *Dealing with Incidents*

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

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

#### Our incident logs

- Records the date and time of the incident, nature of the event, who was affected, what was done about it - or if it was reported to the police and if so a crime number. Any follow up or insurance claim should also be recorded
- Contains a monitoring form for each child that is reviewed each time a new form is added alongside a weekly and termly check identifying any patterns of occurrence in the incidents

Where any patterns of occurrence or potential hazards are identified as part of the incident and accident monitoring, these will be actioned immediately by the designated person in discussion the child's key practitioner. The decided action will be recorded on the child's/children's monitoring forms.

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

#### **Legislation**

We will endeavour to keep our information up to date; information will be obtained by referring to

- Health and Safety Act 1974
- Management of Health and Safety at work act 1992

## Healthy Eating

**‘Every child deserves a healthy start in life. Children’s diets can be an important influence on their health now and in the future’. (Department of Health 2004)**

**‘Encouraging pre-school children to eat a healthy, varied diet will provide all the nutrients they need for healthy growth and development and help to establish good eating habits for life.’(British Nutrition Society 2004)**

Daisy Chain is committed to meeting the EYFS Welfare Requirements and the individual needs of children attending.

We make every effort to help educate the children about the importance of a healthy balanced diet, and the importance of a healthy lifestyle.

We aim to do this by:

- Discussing with parents on their child’s entry to the setting their individual dietary needs, any allergies and any religious requirements.
- Recording information about individual children and ensuring that all staff are aware of those needs.
- Providing nutritious food at snack times using fresh produce.
- Ensuring that where children bring packed lunches parents are aware of the need to provide healthy foods as part of a balanced lunch
- Discussions with parents regarding their children’s’ needs on a regular basis and updating records accordingly.
- Ensuring that children are offered food and snacks according to parents’ wishes, cultural and medical requirements and individual needs.
- Informing parents of the storage facilities for food and drinks regarding food and drink intake.
- Ensuring that children are offered age appropriate utensils.
- Providing meal times that are social times where children feel comfortable, staff participate, and independence is encouraged.
- Working with required agencies to ensure all requirements are met with regard to the handling and preparation of food.

We will make every effort to help educate the children and parents about the importance of a healthy balanced diet, and the importance of a healthy lifestyle. We will work in close partnership with parent/carers to ensure that we meet their child’s particular needs. This will also provide us with a valuable opportunity to introduce all of the children that attend our setting to different cultural food types.

- Drinks provided are milk and water. Water is constantly available to children to pour for themselves or to ask an adult to pour for them.
- As part of our adult led activities, children will on occasion be offered a variety of foods or engage in tasting and preparing food. This will be under supervision and parents will be informed of foods to be consumed during a session. Snacks encompassing a variety of food will ensure that children from all backgrounds encounter familiar tastes and that all children have the opportunity to try unfamiliar foods.
- We encourage parents /carers to provide children with packed lunches that promote the principles of healthy eating. A healthy lunch for a child under 5 should contain grains, vegetables, fruits and dairy. Specific examples and ideas for a balanced lunchbox are given to parents in the registration packs and are available on a noticeboard in the entrance. Only water and milk are provided during session hours. Fizzy drinks and juice are not permitted
- Sweets and chocolate are not permitted in nursery. If parents wish to provide treats for the children to celebrate birthdays or from holidays then they can be brought to nursery and will be handed out at the end of the session for children to take home.
- It has been customary that children often bring in home baked cakes to celebrate birthdays; this is only permitted as long as the cake is shop bought as advised in national guidance. Any cakes must be free of nuts or traces of nuts.

### ***Food and Drink Preparation***

**All staff have a responsibility to maintain the refreshment preparation areas and keep it in a clean and hygienic state.**

*Preparation Areas.*

- Staff will undertake appropriate food hygiene training both external and internal.
- Surfaces will be cleaned before and after any food/drink preparation.
- Food and drink preparation areas will be used solely for that purpose.
- Faults and breakages will be reported to the manager.
- Equipment will be checked regularly as per regulatory requirements
- Children are not allowed in the kitchen area unless supervised and doing a specific activity

After use, the same is done to leave the area as it is found.

The kitchen storage boxes are not mixed up with general play equipment

We take into consideration cultural, religious and other dietary requirements when planning our snacks, and by working in close partnership with parent/carers will ensure that we meet their child's particular needs. This will also provide us with a valuable opportunity to introduce all of the children that attend our setting to different cultural food types.

If Daisy Chain has reason to believe any child is suffering from a notifiable disease identified in the public Health Regulations 1988, we will act on information provided by the Health Protection Agency and inform Ofsted.

Ofsted will be notified of any food poisoning affecting two children or more.



### Home Visits

As part of our settling in procedure, Daisy Chain will offer a home visits to all new parents. Children can often remember and talk about a home visit long after the event; it can be a special occasion in their lives and enhances the practitioner-child relationship.

This is optional, parents do not have to accept if they do not wish to take part.

The aim of a home visit is;

- To begin to build up a relationship with the child and parent/carer before the child starts nursery in an environment where the child feels at ease
- To ensure that the child has met staff on familiar territory. This can help the children feel more confident about making the transition from home to nursery.
- To encourage parents to share with us as much information as possible about their child. This information will help us get to know the child's needs and to plan an appropriate settling in programme.
- To get a picture of what the child likes to do at home.
- To share information about the nursery setting
- To allow parents/carers to share things in private and without interruption in a space they feel most comfortable

Our procedure

- Staff will always attend home visits in pairs for their own security. One member of management alongside the child's key person will attend the visit.
- Identification in the form of the nursery's registration certificate will be presented upon arrival at the child's home
- Staff will leave a list of where they are going and a mobile phone will be taken
- Home visits will not be done uninvited. Staff will have arranged a date and time well in advance of the visit.
- During the visit one adult focuses primarily on the child if this appropriate and the other adult gathers information about the child from the parent/carer.
- A small selection of resources will be taken to support the key persons interaction with the child
- It is important that this does not become merely a question and answer session. The most important thing is that we build up a relationship with the family.
- It's important that the parent/carer has the time and opportunity to ask questions about the setting.
- A home visit can last anywhere from 30 mins-1hr

CONFIDENTIALITY WILL BE RESPECTED AT ALL TIMES.

### Illness and Exclusion

Daisy Chain aims to promote a healthy environment for the children in our care and we need parents/carers cooperation to support this.

- If parents notice their child becoming ill or infectious they must inform the setting and they must have regard to the exclusion list below. They may be asked to keep their child at home
- If a child becomes ill or infectious at the setting, every effort will be made to contact the parent/carers. It is essential therefore that the setting has up to date contact information in order to be able to contact the parents/carers during setting hours. If the parent/carer cannot be contacted, the setting staff will endeavour to contact other named contacts on the child's record.
- If the setting is unable to contact parent/carer or other named contacts, Daisy Chain reserves the right to take the child to a general practitioner or hospital in an emergency. Parents/carers will be required to give signed consent for this procedure on registering their child at the setting.
- The first aid kit complies with the Health and Safety (First Aid) Regulations 1981

A designated person regularly checks the First Aid kit. The designated person is **Julie Smith**

ANY SERIOUS ACCIDENT OR NOTIFIABLE DISEASE WILL BE REPORTED TO THE HEALTH AND SAFETY EXECUTIVE (RIDDOR) AND OFSTED. ADVICE WOULD BE SOUGHT FROM THE HEALTH PROTECTION AGENCY (regulation 1988)

Illness/infectious diseases	Period of Exclusion
Chicken pox/shingles	5 days after onset of rash
Conjunctivitis	After treatment
Coronavirus (COVID-19)	Updated guidance to be found on <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>
Diarrhoea and/or vomiting	Children and staff should be excluded from the setting until their symptoms have settled and until 48 hours after the last episode of diarrhoea or vomiting
Glandular fever	There is no benefit in keeping children or staff off once they feel fit enough to attend
Hand foot and mouth	None, however, whilst the child is unwell he/she should be kept away from the setting
Head Lice	None. Treatment is only required if live lice are seen in the hair (not nit eggs)
Hepatitis	<b>Hep-A.</b> Until the child feels well or until 7 days after onset of jaundice, whichever is the later <b>Hep-B.</b> Children who develop symptoms will be too ill to attend the setting. <b>Hep-C.</b> Usually no symptoms but care must be taken with bodily fluids.
HIV/Aids	Restricted or Excluded
Impetigo <i>(an outbreak is 2 or more cases in the setting)</i>	Until 24 hours after the start of treatment. If there is an outbreak, stop the use of sand, water, play dough and cooking activities and wash all dressing up clothes.
Measles, Mumps and Rubella	<b>Measles-</b> 5 days after the onset of the rash <b>Mumps-</b> excluded for 5 days after the onset of the swelling <b>Rubella-</b> 4 days after onset of the rash and whilst unwell
Meningitis	Children will be too ill to attend and there is no need to exclude siblings or other close contacts
Pharyngitis/Tonsillitis	If the disease is known to be caused by streptococcal (bacterial) infection the child or staff member should be kept away from the setting until 24 hours after the start of treatment. Otherwise should stay at home whilst feeling unwell.
Rashes	A child who is unwell and has a rash should visit their GP to establish a reason for it.
Ringworm (Tinea)	Children need not be excluded but spread can be prevented by good personal hygiene, regular hand washing and use separate towels. Parents should be encouraged to seek treatment

Scarlet fever/Scarletina	Once a patient has been on antibiotic treatment for 24hours they can return, provided they feel well enough
Slapped cheek syndrome (Erythema Infectiosum/filth disease)	An affected child not be excluded because they are no longer infectious by the time the rash occurs
Scabies	Not necessary to exclude however treatment should be commenced
Typhoid, paratyphoid (enteric fever)	Infected child is likely to be very ill and whilst infectious, be unable to attend
Tuberculosis (TB) <i>(Open is determined by sputum samples)</i>	'Open' cases- Until 2 weeks after treatment started. 'Open' cases of drug resistant TB when in hospital physician advises.
Verrucae	No exclusion
Whooping Cough (Pertussis)	An affected child and unvaccinated contacts should be excluded until they have had 5 days of antibiotics
Worms	No exclusion

If a child contracts any of the above infectious diseases, other parents will be informed by emergency newsletter and information on the notice board.

If we have reason to believe that any child is suffering from a notifiable disease identified as such in the Public Health (infectious Diseases) Regulations 1988, we will inform the Health Protection Agency and Ofsted. We will act on any advice given by the Health Protection Agency and inform Ofsted of any action taken.

The Health Protection Agency's list of notifiable diseases can be found at [www.hpa.org.uk](http://www.hpa.org.uk) and is displayed on our parent notice board.

The Lincolnshire Health Protection Team can be contacted on Tel: 01476514699

## **Manual Handling**

Daisy Chain will work towards a safe handling policy and as part of this process will ensure a current policy of minimal lifting where possible.

We will ensure that the necessary arrangements are made to facilitate the information of the policy through the provision of appropriate and suitable training by professionally competent persons, for those who have duties under the policy.

Daisy Chain accepts responsibility for compliance with the regulations.

The main objective is to reduce the risk of injury and disablement caused by manual handling in the workplace to the minimum.

*Daisy Chain has a duty of care to ensure that;*

- Minimum requirements for the manual handling of loads are followed where there is a particular but not exclusive risk of back injury to workers.
- The need for manual handling is avoided or, when it cannot be avoided, an assessment is made of the operation and where there is a risk of injury, appropriate steps taken to reduce or avoid that risk.
- Assessment of manual handling operations take into account factors which include characteristics of the load, the physical effort required, characteristics of the working environment and the requirements of the task.
- Information and training is provided to workers and managers on assessment and manual handling principles.

*Management must;*

- Be aware of manual handling operations within the organisation.
- Avoid the need for employees to undertake any manual handling operations, which involve a risk of injury, so far as is reasonably practicable.
- Make an assessment of any hazardous manual handling operations that cannot be avoided in order to reduce the risk of injury.
- Make a clear record of the assessment and communicate its finding to all staff involved.
- Introduce appropriate measures to avoid or reduce risk by elimination of the risk, re-designing the operation or the use of mechanical aids.
- Provide information and ensure that all staff receive appropriate training in manual handling and ensure that new staff receive training before any manual handling tasks are undertaken.
- Ensure that mechanical aids provided are easily accessible and properly maintained.
- Ensure that manual handling requirements are clearly identified when recruiting staff so that appropriate medical advice can be taken as part of pre-employment health screening.
- Ensure that safe systems of transportation are utilised for the transportation of loads and equipment throughout the organisation.
- Make allowance for any known health problems that might have a bearing on an existing employee's ability to carry out manual handling operations safely. Refer to occupational health advisors if there is any good reason to suspect that an individual's state of health might significantly increase the risk of injury from manual handling operations.
- Monitor and review manual handling assessments when there is reason to suppose that they are no longer valid due to changes in working conditions, personnel involved or a significant change in the manual handling operation affecting the nature of the task or the load.
- Maintain records of accident and ill health related to manual handling operations.

### **Lifting children**

Regular, manual lifting and handling of children, particularly those with physical disabilities, can present significant risk to both the child and the staff. Only those staff that has been suitably trained should regularly lift children. The use of suitable hoists to aid lifting and moving reduces the risks to a minimum.

When lifting children the same principles as for lifting any object should be applied, however the potential for the child to move whilst being lifted must be considered. Children with specific needs may have a personal care plan. Lifting requirements should be included within such a plan. Suitable training must be given to anyone who will be required to use any such equipment.

### **Children Lifting**

Particular thought needs to be given to children lifting. Children should only lift and carry items suitable to their size and strength.

### **Risk assessment**

Practitioners will need to consider what the risks are involved in any operations and what, practically, can be done to reduce the risks. The areas of obvious concern are the lifting and moving parts of an operation that will involve bending, stooping, kneeling, and rising - usually at the same time as pushing, pulling, twisting and perhaps walking.

A discussion with the manager should answer questions highlighting lifting issues. It should be discussed if there is anyone who is required to lift such loads for which there is an added risk of injury or ill health perhaps due to their physical build, long term illness, or temporary condition (pregnancy)? If so, duties should be changed and reallocated taking this into account? This will be recorded.

### **Training**

Manual handling assessments should identify where staff require training in lifting techniques or in the use of specialist equipment. Details of any training provided will be recorded.

### **Good Handling Technique**

Prior to lifting any object, first check whether or not it can be rocked, pivoted, slid or rolled - there will be some degree of manual effort attached to these types of movement, however they will enable some loads to be moved using their own center of gravity as a balance.

There is no single correct way to lift every object or person that needs to be moved.

### **If a manual lift is required the following points should always be considered:**

- 1. Stop, think and plan the lift** Examine the load to be moved. Assess its weight and shape and note any sharp edges. Is the load stable and evenly distributed? If there are appropriate handling aids available, can you use them? If so use them, if not, can you continue without placing yourself at risk of injury? If you believe to continue will place you at risk, stop and seek further help. If you can continue plan your route. Are you wearing any clothing that may snag on the load or may restrict movement? Do you need to use gloves when lifting the object?
- 2. Plan the route** Is there a clear, unobstructed route between where the object is to be lifted and where it is to be put down? If not, clear away obstructions and arrange for doors to be held open. If you cannot arrange for doors to be open is there anywhere close to any door where you can safely put the equipment down before opening the door and passing through? Are there any rest stops along the route to enable you to take short rest and recovery breaks if carrying a long distance or if carrying a heavy weight? Is the destination ready to accept the load being carried?
- 3. Adopt a good posture** Place your feet apart to give a balanced stable base for lifting. Your feet should be on either side of the object or along two sides of a box, for example. The leading foot (the one which is stood on when moving off) should be pointed in the direction in which you intend to move. Your body should face in the direction in which you intend to move. Bend the knees so that your hands, when grasping the load, are as nearly level with your waist as possible. Do not kneel or over-flex your knees - your knees should not be fully bent as they will not provide enough power to lift the object - when lifting the power is supplied by your leg muscles. Keep your back straight, maintaining its natural curve (tucking the chin in to your neck when lifting will help). Lean forward a little over the load is necessary to get a good grip. Keep shoulders level and facing in the same direction as the hips.
- 4. Get a firm grip** Try to keep your arms within the boundary formed by your legs. A hook grip will be less fatiguing than keeping your fingers straight. You may need to vary your grip as you lift the object - if so do this smoothly. If the object is being lifted from the floor it may be necessary to first lift it onto a table at your waist height before altering your grip to carry it further.
- 5. Lifting the object** Once you have got into the best posture possible and have a secure grip you should first test the weight of the object - if it is heavier than you thought, or if you have not the strength to lift it as fully exerting yourself at this stage could cause injury. If, after testing the weight, you believe you are capable of lifting the object, smoothly start to lift, lifting your head and gripping the object and using your legs to raise you and the object. At the same time start to move in the direction you are to travel - unless you are lifting onto another surface. Do not twist your body whilst lifting and do not bend sideways. Hold the load close to your body - if it is an uneven load hold the heaviest part of it close to your body.
- 6. Carrying the load** Keep the load close to your body. Do not bend, twist, stoop or lean back. If you need to change direction, move your feet not your trunk. If your arms start to feel tired put the object down as soon as you can. Don't change your grip unless the load is sufficiently supported.

**7. Putting the load down** The method for putting a load down is the reverse of the method for lifting it - keep your back straight and bend your knees, keeping the weight close to your body. Put the object down before arranging it neatly - if precise positioning is required this can be done after it has been put down by sliding it. Never bend your back when putting any object down - you will be injured if you do. Take care not to trap fingers or crush toes when setting an object down.

## Medications

We recognise there may be times when children require medication to be administered during their time at Daisy Chain. While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and wellbeing or when they are recovering from an illness.

These procedures are written in line with current guidance in 'Managing Medicines in Schools and Early Years Settings'. The manager is responsible for ensuring all staff understand the following procedures.

In order that this is regulated we will ensure that:

- **Daisy Chain will only administer prescription medication**
- Daisy Chain will ensure that a new medication form is completed by a parent/carer for each session that the medication is to be administered.
- The member of staff consulting with the parent must sign the medication form once complete to declare full responsibility for the information on the form.
- On the medication form parents will give signed permission for administration of medication including
  - The name of the child
  - Name of the parent
  - Date
  - Name of medication
  - The dose and time medication was last given
  - The dose and times to be administered
- The medication is clearly marked with the child's name and is in date, the original container with prescriber instructions for administration
- The practitioner handling this must sign on the form to declare that they have seen the prescription label from the doctor
- In the absence of the key person, the manager is responsible for the overseeing of administering medication.
- No medication will be given unless provided by the parents.
- **Aspirin or medication containing Aspirin will not be administered to any children unless a doctor for a specific medical condition prescribes it.**
- The medication is stored in accordance with the products instructions and out of the reach of children at all times.
- The administration of medication is recorded in the medications folder and includes the signature, (the person administering the medication) and counter-signature (witness to medication being given), date, time and dosage. Parents must sign this before they leave the premises, to acknowledge they know the medication is being administered.

The setting will only administer prescription medication and therefore does not store communal Calpol. In the event of a child developing a high temperature, parents will be called immediately. If neither parent nor emergency contact are responsive, the setting will call 111 for advice or take the child to the local doctor's surgery.

### **Administration of Specialist Medication**

We recognise that there may be times when children require specialist medication to be administered for long term medical needs during their time at the setting.

In order to ensure this is regulated we will make certain that:

- A letter from the child's G.P/consultant stating that the child is fit enough to attend the provision and sufficient information is given about the child's condition
- We will discuss with parents the medication that their child needs to take, seek support and require instructions on how and when the drug/medicine is to be administered and what training is required
- Training on administration of the prescription to be administered and what training is required
- Training on the administration of the prescription medication that requires technical/medical knowledge will be arranged for staff from a qualified health professional to ensure medication is administered safely.
- Written proof of training, if required, in the administration of the medication by the child's G.P. and a district nurse, specialist or community paediatric nurse.
- A health plan will be developed in partnership with parents and any health professional and will be regularly reviewed to detail the needs and support any changes

- Prior written consent from the parent/guardian for each and every medicine will be obtained before any medication is to be administered
- The medication consent form is filled in appropriately, and signed by parent/carers on the day the medicine is expected to be given before they leave the child in the care of the setting
- On the medication form parents will give signed permission for administration of the medication including the name of the child, the name of the parent, date, name of medication, the dose and time medication was last given, the dose and times to be administered and how the medication is to be administered
- The medication is clearly marked with the child's name and is in date, in the original container with prescribers instructions for the administration
- No medication will be given to the child unless provided by parents
- The medication will be stored in accordance with the products instructions and out of reach of children at all times
- The administration of the medication is recorded in the child's personal records folder and includes the signature (the administrator of the medication) and counter-signature (witness to the medication being given), date, time, dosage. Parents must sign this before they leave the premises, to acknowledge they know the medication has been administered

*Managing medicines on trips and outings*

- If children are going on outings, staff accompanying the children must include the key person for the child with a risk assessment, or another member of staff who is fully informed about the child's needs and/or medication



### **Mobile Phones**

Our Mobile Phone Policy applies to all individuals who are to have access to and/or be users of personal and/or work-related mobile phones within the broadest context of the setting environment. This will include children, parents and carers, early year's practitioners, volunteers, students, visitors, and contractors. (This list is not to be considered exhaustive)

Examples of misuse include the taking and distribution of indecent images, exploitation and bullying. It must be understood that should mobile phones be misused, there will be a negative impact on an individual's safety, dignity, privacy and right to confidentiality.

Daisy Chain recognises that mobile phones provide peace of mind, by reducing stress and worry allowing staff to concentrate more fully on their work. We ask staff to adhere to the following procedures in order to make the working environment as fair and safe as possible;

- All mobile phones **must** be placed in the locked box within the office in exchange for a designated setting camera if needed. If anyone is awaiting a call the management must be informed and it will be at their discretion if the call can be taken. At 8.55am a member of management will count all phones in the box in relation to staff members signed in that day to ensure all phones have been surrendered.
- Should access be granted to take necessary mobile phone calls and/ or texts, efforts should be made to avoid any unnecessary disturbance or disruption to children. No images, video or audio recordings are to be made without prior consent by the management. The use of the phone should remain in the office at all times.
- Practitioners should recognise that they are to leave any belongings in such storage areas at their own risk. It is recommended that mobile phones be stored are to be security marked, password protected and insured. No liability for loss and/or damage is to be accepted

If any member of staff is seen to abuse this policy they will be subject to disciplinary action that may result in termination of contract.

**We ask all parents/carers/visitors and any adult with collection consent to refrain from using mobile phones and imaging equipment whilst in the Nursery building during operating hours.**

If a parent/carer is seen to be using a mobile phone, they will be asked to put the phone away or take it outside the building for use.

### **Nappy changing**

At Daisy Chain, no child is excluded from participating in the nursery that may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents collaboratively towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time. All necessary adjustments are made to our toilet provision and hygiene practice in order to accommodate children who are not yet toilet trained.

Toilet training is seen as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults. With support from the parent, a key practitioner will guide the child during these times to ensure that all learning opportunities are considered relative to the child's current level of development.

On registration, parents are asked to give consent for staff at Daisy Chain to change their child if they are soiled and/or wet.

Our procedure ensures that;

- Prior consent is received from the child before we attempt to change them. Where the child does not give consent in a developmentally appropriate way we will explain the importance of hygiene to the child to insure they have a reasonable understanding of the reasons for changing. In the unlikely event that the child continues to refuse we will make contact with the parent.
- Changing areas are warm with safe areas to lay young children when changing nappies.
- Each young child has their own box with their name on containing their nappies or 'pull ups' and changing wipes supplied by the parent
- Gloves and aprons are put on before changing starts and the areas are prepared.
- Staff gather all the necessary items needed before each nappy change, for example, nappy, wipes, and disposable nappy bag and cream if necessary (each child should have their own named cream).
- If the child's clothes are soiled, they will be bagged separately and placed on the child's peg to take home.
- When using the wipes, the child is cleaned from front to back. The used wipes are then placed in the nappy bag, tied and then disposed of in the designated nappy bin.
- The child's cream will be applied if necessary along with a clean nappy
- The child will be reminded to wash their hands with soap and water after nappy changing to encourage recognition of hygiene practices
- The adult will dispose of their gloves and wash their hands with soap and water
- The mat is sprayed with an antibacterial spray and wiped with a paper towel after each use

### **ONLY STAFF MEMBERS WITH SATISFACTORY DBS CHECKS ARE ALLOWED TO CHANGE A CHILDS NAPPY**

Young children are encouraged to take an interest in using the toilet/potty; they may just want to sit on it and talk to a friend who is also using the toilet/potty. This ensures that nappy changing is relaxed and a time to promote independence in young children. At the end of each session parents are informed of any changes in nappy or clothes that have taken place during the session.

The manager will discuss nappy changing practices during staff induction to ensure that everyone is familiar with the hygiene procedures and carry these out when changing nappies.

Older children are able to access the toilet when they have the need to and are encouraged to be independent.

## Outings

Daisy Chain recognises the importance of trips and outings for children in providing new and enhanced experiences that embrace the Early Years Foundation Stage.

While undertaking trips and outings we recognise the need for safety at all times. Staff in our setting ensure that there are procedures to keep children safe on outings; all staff and volunteers are aware of and follow the procedures below.

*It is the policy of the setting to ensure that:*

- Equal opportunities exist for all children i.e. that children with disabilities and cultural requirements etc. are always included (refer to equal opportunities policy)
- All staff present of the outing will hold a current Paediatric First Aid certificate
- A written risk assessment will be conducted prior to the outing and all staff will be made aware of this
- No child will ever be left unattended in a vehicle
- Safety is maintained whilst children board or exit vehicles and whilst walking
- There is access to a mobile phone by the whole group and by individual group leaders
- Adult/child ratios are adhered to and will be exceeded according to circumstances and levels of risk identified
- Essential records are carried at all times i.e.

*At all times the following procedures will be carried out:*

- A written risk assessment of the venue prior to the visit to assess any potential risks both en-route and at the venue
- Full details of the outing will be given to all parents
- Written parental permission will be obtained
- Telephone contact details for each child will be provided to each group leader.
- An emergency meeting point will be established and made known to everyone on arrival.
- Essential equipment will be taken and should include
  - First aid kit and gloves
  - Mobile Phone per group leader
  - Copy of risk assessment
  - Any relevant policies to be referred to
  - Medication (if applicable)
  - Spare clothing and wipes
  - Plastic bags
  - Bucket and paper towels
  - Register
- Emergency contact details including at least 2 different people must be provided. These numbers must be of people who will definitely be contactable on the day
- Essential records including list of children with known allergies
- Accident/Incident log

### **Emergency Procedure**

In the event of an accident staff will:

- Administer first aid or call an ambulance if it is required, whilst ensuring that the remaining children are supervised and ratios are maintained
- Inform the manager about the accident. Contact the parents /carer or emergency contact. Ensure that if the parent is unavailable a member of staff will accompany the child in the ambulance should this be necessary
- Make arrangements for the remainder of the group, depending on the circumstances of the emergency. A record of the accident/ incident will be completed
- In the case of any serious accident /injury, Ofsted and RIDDOR will be informed.

**In the event of a child being lost:**

- The manager or senior staff member on the outing must be informed as soon as it is realised that a child is missing. The groups will make their way to the emergency meeting point

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- An immediate roll call and register will be taken of each individual group or the whole group ensuring remaining staff/child ratios and safety is maintained
- Staff will be deployed with mobile phones to search the immediate area
- The manager will contact personnel at the venue to alert them that a child is missing and their own procedures need be put into place.
- If the child is not located, parents/carers will be contacted and informed of the situation in a clear, calm, concise manner
- The police will be informed
- If parent/carers cannot be contacted staff will use the second emergency contact number and continue to do so until a parent or carer has been informed

This policy is in conjunction with the provisions Health and Safety and Risk assessment policy

### Partnership with parents/carers and agencies

Daisy Chain recognises that parents/carers are the first educators of their children; therefore our aim is to work in partnership with parents/carers in providing an environment that supports and involves them in the work of the setting.

We will;

- Inform all parents/carers about the setting during the induction. This includes our commitment to the EYFS, daily routines, policies and procedures and our ethos underpinning all of this
- Assign each child with a key person with whom the parents will have regular communication around learning and development
- Provide information on our fee structure, payment policy and Early Years Entitlement.
- Provide all parents with access to our complaints procedure and will ensure that any complaints are dealt with effectively in accordance with the complaints procedure
- Keep parents/carers informed of their child's learning with regular updates and offer ideas of how they can further support this at home
- Provide opportunities for parents/carers to access information about the framework/activities offered with clear learning goals
- Provide opportunities for parents/carers to contribute their own skills, knowledge and interests to the activities of the setting through events and sessions supporting an interest in diversity and community
- Ensure all parents/carers are aware they can discuss their child's progress and development with their key practitioner at any time
- Involve parents/carers in the shared development of record keeping about their child
- Inform parents/carers through newsletters of all news and developments within the setting and ensure that parents/carers are aware that they are welcome to contribute in any way they feel able
- Welcome suggestions and will actively seek parental views via parent questionnaires on a regular basis, therefore ensuring that we are meeting the needs of both children and families
- Listen to all suggestions and acknowledge that children, parents and staff have the right to be consulted and heard
- Encourage parent/carers to become helpers participating in activities, visits or outings
- Ensure parents/carers have access to their child's developmental records at any time and access to other records in line with the access to personal information procedure within the Confidentiality Policy

We will ensure all aspects of the child's achievements, experiences and friendships are shared and discussed with parents. We welcome parents at any time to discuss their child's development and will hold formal meetings termly.

**Daisy Chain will not tolerate on the premises any parent/carer under the influence of alcohol or any other substance. Any parent under the influence of alcohol and or any other substance will be refused admission and Daisy Chain will determine if it is appropriate and safe for the child to leave with them. (Refer to Safeguarding policy)**

#### **Multi agency**

Daisy Chain will work cooperatively with external agencies where a need is identified regarding the child and family. We will be alert to any potential need for 'Early help' for a child through our observation and assessment processes and relationships formed with children and parents. (For more information on the Early Help Assessment and our multi-agency working, please refer to the Safeguarding and Special Educational Needs and Disabilities policy for further information)

## **Recruitment**

Recruiting and selecting the right people is of paramount importance to the continued success of Daisy Chain Nursery. This Recruitment policy sets out how we ensure, as far as possible, that the best people are recruited on merit and that the recruitment process is free from bias and discrimination. It is the responsibility of the Manager/owner, Carole Farrow, to ensure that this policy and procedure complies with all relevant legislative and other related policy requirements.

Daisy Chain recognises the need to meet the requirements of the Early Years Foundation Stage Statutory Requirements (EYFS), for childcare in relation to safe and responsible recruitment.

All recruitment and selection activities will be carried out in a fair, consistent, effective and professional manner. We will achieve this by ensuring that all job descriptions are reviewed regularly and amended to accurately reflect the job role and to meet the legislative requirements. All advertising and recruitment processes will be in accordance with our Equal Opportunities Policy. Short listing, interviewing and selection will always be carried out without regard to gender, sexual orientation, marital status, colour, race, nationality, ethnic or national origins, religion or belief and age.

### **DBS**

As an organisation using the vetting and barring service (DBS) checking service to help assess the suitability of applicants for position of trust, Daisy Chain complies fully with the code of practice regarding the correct handling, use storage, retention and disposal of certificates and certificate information. It also complies fully with its obligations under the General Data Protection Regulation (GDPR), Data Protection act 2018 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information.

Certificates are kept in a secure, lockable, storage container with strict controlled access limited to those who are entitled to see it as part of their duties. In accordance with section 124 of the Police Act 1997, certificate information is only passed on to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates, or certificate information has been revealed and will not pass it to anyone who is not entitled to receive it. Ofsted will be entitled to retain the certificate as part of their inspection. Daisy Chain is required to retain the certificates in order to demonstrate 'safe recruitment' for the purpose of safeguarding audits so are legally entitled to retain the certificate. Daisy Chain is compliant with the Data Protection Act, Human Rights Act, General Protection Regulation (GDPR) and incorporate in the Settings policy on the correct handling and safe keeping of the DBS certificate information. Daisy Chain will not keep the certificate any longer than necessary and will destroy it by secure means, i.e. shredding, burning. We will not keep a photocopy or other image of the certificate; however, we will keep a record of dates, names and numbers.

All interested parties applying for positions within the setting will need to complete an application form. A Curriculum Vitae and/or covering letter will not be solely accepted by interested applicants. Appointments must be made in accordance with this policy and must, therefore, be subject to advertisement and interview.

It is the practice of Daisy Chain to seek the successful candidate's consent for two written references and to ask for documentary proof of qualifications. Any offer of employment will be conditional on both of these being satisfactory to the organisation.

Each new member of staff will be provided with a job description, full staff induction, staff personal development plan, staff details form and a probationary period.

Job descriptions will suitably reflect the qualifications and experience required for the position and relate to the individual vacancy.

All posts will be advertised internally and concurrently externally to maximize the chances of attracting the best candidate. Consideration will also be given to advertising in locations/publications likely to increase diversity in the workforce.

### ***Recruitment Procedure***

- As part of the recruitment process the application form, job descriptions and person specification will be reviewed for each post
- Job application form will be sent to interested parties, on which full employment history, qualifications, references and previous experience will be detailed. A job description and person specification will also be sent which will outline the responsibilities of the role
- Potential candidates will have the opportunity to visit the setting at a mutually agreeable time during the recruitment process.
- Face to face interviews of short-listed potential candidates will take place and applicants will be required to demonstrate proof of identity and qualifications. A minimum of two senior staff including the manager will undertake the interview process and all interview questions will be phrased so that they do not favour any one candidate and are designed to seek evidence of how the interviewee meets the criteria on the person specification. Supplementary questions may be used to probe for further information or clarification where answers are incomplete or ambiguous.
- Suitable references (a minimum of two, one of which is from the applicant's last or current employer) and a health declaration check will also be sought prior to commencement of employment. These will be followed up ASAP. Any gaps in employment will need to be explained and therefore followed up by the manager
- The information obtained in the application, the interview, and in any selection tests will allow candidates to be assessed against the person specification and a selection decision to be made.
- As part of the selection process, candidates will be invited to come into setting for the day and spend some time with the children supporting with activities. During this time the candidate will be observed by management against the following criteria; 'Does the candidate show suitability to fulfil nursery's vision', 'Is the candidate a good role model for children', 'Does the candidate show potential'
- All manual handling requirements will be clearly identified during recruitment in order to ensure that the appropriate medical advice can be sought during as part of the pre-employment health screening process.
- Only the Manager issues letters of appointment and places individuals on the payroll
- Successful candidates will have a fully enhanced DBS disclosure. If this is not received from the authorities before employment commences, the new staff member **WILL NOT** be left unsupervised with children within the nursery and a written risk assessment will be completed
- Continued employment is subject to a satisfactory enhanced DBS disclosure, and relevant references received
- DBS information will be recorded in accordance with the DBS code of practice, with the number stored on file
- A full induction will be completed and documented and full job description for the role will be given to and discussed with the new employee.
- A staff file will be established which will maintain copies of the application form, qualification certificates, the staff record sheet containing necessary personal details, next of kin and emergency contact information as well as any subsequent performance management records
- Performance reviews will take place regularly between the new employee and the manager during the probationary period to ensure that the needs of the setting, team and staff member are being suitably met
- An appraisal and a supervision system are followed to support performance management
- In accordance with the Data Protection Act 1998, all records relating to the recruitment and selection procedure will be retained only for as long as is necessary and will be securely destroyed thereafter

The confidentiality of applications will be respected by all of those involved in the selection process

### **Risk assessment**

The purpose of this policy is to ensure that hazards are identified, risks are assessed and removed or minimised to an acceptable level to create a safe environment in which children can thrive.

Daisy Chain will ensure that all areas, equipment, resources, activities and outings are as safe as possible for children. We encourage ways of working that ensure the safety of children, employees and all other persons who come onto the premises.

The health and safety officer responsible for the general implementation of this policy is **Julie Smith**.

The named person will undertake any relevant training to support their role. All staff members have a responsibility to bring to the attention of the above named person any concerns with regard to health and safety. The above named person is responsible for recording any concerns raised and acting upon them.

We recognise that children need some level of risk in their activities and outings in order to ensure they build resilience, but these risks are assessed to ensure they are appropriate to the age and stage of development of the children.

Our risk assessment process follows five steps as follows

1. Identification of risk: where it is and what it is
2. Who is at risk; Children, staff, parents etc.
3. Assessment is to the level of high (5) to low (1). This is both the risk and the likelihood of it happening, as well as the possible impact it might have if it did.
4. Control measures to reduce /eliminate risk; what will you need to do, or ensure others will do in order to reduce the risk.
5. Monitoring and review: How will you know if what you have said is working or thorough enough? If it is not working, it will need amending or maybe a better solution

Our risk assessment process covers adults and children and includes;

- Walking around the setting checking for and noting hazards and who might be effected
- Deciding which areas need attention
- Developing a plan that specifies the action required
- The action plan is reviewed regularly
- Daily checks before the session starts
- Risk assessments for new activities/resource's/outings etc.
- Update risk assessment folder accordingly
- Review risks before and after use of the folder
- We maintain lists of health and safety issues, which are checked before the session as well as those that are checked when a full risk assessment is carried out

A copy of the risk assessment must be taken on outings along with emergency contact information, first aid kit and any other requirements detailed in the risk assessment itself.

COSHH legislation will be followed and COSHH assessment will be recorded

This policy is implemented in conjunction with the settings Health and safety policy. Any breaches of this policy are subject to the settings disciplinary procedure.

(five steps to risk assessment (HSE 2006)  
[www.hse.gov.uk/pubns/indg163.pdf](http://www.hse.gov.uk/pubns/indg163.pdf)



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

In order to maintain the above, our risk assessments are revised continually as new risks occur by staff and management.

### **Safeguarding and Child Protection**

#### **(inc. Cameras & Imagery, Whistle blowing, Prevent Duty, E-safety, FGM)**

The safeguarding and welfare of the children attending Daisy Chain is paramount and concerns of child abuse are taken extremely seriously. Our setting will work with children, parents, the community and guidelines laid down by the Local Area Safeguarding Children's Board to ensure the rights and safety of the children and to give them the very best start in life. This policy applies to all staff, management and volunteers working in the setting, and the families accessing the setting.

This policy compliments and supports a range of other policies; Mobile Phone, Cameras and Imagery, Collection of children, Confidentiality, Critical Incident, Fire Safety and Evacuation, Health and Safety, Risk Assessment, Social Networking, Recruitment, Using the computer, Visitors and Whistle Blowing.

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
  - Preventing the impairment of children's health or 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 2013').*

Our designated lead person for safeguarding in the Nursery is **Carole Farrow**. In her absence **Jenna Farrow** will take this role. In the unlikely event that both Carole Farrow and Jenna Farrow are uncontactable, Richard Allen (Billinghay school head teacher) will take the role of Safeguarding lead.

We intend to protect the children from harm and abuse by adopting the following procedures that are consistent with the following documents:

- 'Working together to Safeguard Children' – March 2018
- 'The Prevent Duty for Schools and Childcare providers' – August 2015
- 'What to do if you're worried a child is being abused' – March 2015

#### **Recruitment**

Recruitment procedures will ensure the suitability of staff and volunteers working with children and will follow EYFS welfare requirements with regard to Disclosure and Barring Service (DBS) checks, Independent Safeguarding Authority (ISA) registration and references. Applicants for posts within the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.

Safeguarding appears as paramount in the interview selection process and continues throughout induction. All new recruits are required to complete the online e-learning 'Introduction to safeguarding' course before their first day in the setting. Thereafter, staff are required to refresh this course every two years.

All applicants who are invited to attend an interview will be asked to provide identification consisting of one piece of photographic identification, birth certificate (or other suitable documentation) and proof of address. The original documents must be seen; a photocopied version will not be accepted.

All staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children whether received before or during their employment at the setting. There is a process in place that provides staff with opportunities to share such information.

All job offers are subject to two satisfactory references (and states this in the job offer letter), an enhanced DBS check and the completion of a satisfactory six-month probation period in which their performance will be monitored.

**We require a full enhanced DBS check from all of the staff at Daisy Chain.**

All new employees at Daisy Chain will be placed on a three-month probation period. During this time their performance will be monitored and reviews will take place with the Manager. It is at the discretion of the Manager whether to extend the three-month period to six months in which a decision will be made if a permanent contract will be offered.

More detailed information about other aspects of the recruitment process can be found in the recruitment policy and procedure.

Every half term during supervision, each staff member will be required to sign a declaration that questions their circumstances regarding any changes that could potentially impact on their DBS clearance. If a change was identified, advice would be sought from the Local Authority and a new DBS would be requested.

### **Collection of children**

Under no circumstances will any adult be able to collect a child that we do not recognise and has not been authorised to do so by the parent. We ask for the details of additional adults authorised for collection to be given on the 'Collection Consent form' that comes with the child's registration pack or can be requested when needed. We can also provide a 'One – off collection consent' form where a parent can give permission for an additional adult to pick up only on one occasion. Parents are required to give a password on registration that is to be used in the event of another adult picking up. We will only release the child if prior consent has been given and the adult has the correct password and identifies himself or herself as the person authorised.

In the event of an adult arriving to collect a child that has not been previously authorised, we will call the contacts on the registration form for consent. The child **WILL NOT** be released until we make contact with an individual that has parental responsibility.

### **E-safety**

Daisy Chain is aware of the growth of internet use amongst children and the advantages this can bring for their learning and development. We are also aware of the dangers that come along with this increased use and we strive to support children, staff and families in using the internet safely.

We do this by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and updating them regularly. This includes the tablet computers used to access the Eylog, the computer and laptop in the playrooms for children's use and the management computers located in the office
- Using only the management approved tablet devices to record/photograph in the setting
- Reporting emails with inappropriate content to the internet watch foundation (IWF [www.iwf.org.uk/](http://www.iwf.org.uk/))
- Ensuring content blockers and filters are on our computers, laptops and any mobile devices where necessary that the children and staff may use
- Talking to children about strangers and deciding who is a stranger and who is not. Where developmentally appropriate we will compare people in real life situations to online 'friends'

### Smartie the penguin

Smartie the penguin is an e-safety story for children aged 3-7. The story covers 3 themes. These include;

- Pop ups and in app purchasing
- Inappropriate websites for older children
- cyberbullying

This story is read and discussed with the children once every term to ensure that the information is up to date for the children.

A noticeboard containing information and materials regarding e-safety is available for parents at all times. Parents are encouraged to support us in delivering this information to children in an age appropriate and sensitive manner.

### **Training**

- All staff are trained in all aspects of the setting's safeguarding policy and procedure within the first week of employment and will be required to access and attend appropriate training during the first 6 months of working at Daisy Chain.
- All candidates during the interview process are made aware of the key points of the safeguarding policy and procedure

-We seek out training opportunities for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect, and that they are aware of the local authority guidelines for making referrals.

-We ensure that all staff know the procedures for reporting and recording their concerns in the setting and are familiar with the paperwork to use

-We require all staff to complete the 'Introduction to Safeguarding' online and refresh training every 2 years.

-We require staff to complete an element of safeguarding training online every year

-All staff will be aware of their responsibility to share any concerns they have about a child with the designated named person. If a staff member feels that their concern is not being taken seriously they have the right to share their concerns with the Lincolnshire Safeguarding Children's Board customer services unit or the Police without affecting their terms of employment.

-All staff will be aware of the possible indicators of child abuse and procedures for recording and reporting through staff training, both internal and external

-All staff will not use or threaten any form of corporal punishment or any punishment which could affect a child's well being

Safeguarding is at the forefront of every staff meeting. Scenarios/questions and updates will be given to ensure each member has up to date knowledge and understanding of the requirements and responsive actions.

### **Curriculum**

- We introduce key elements of keeping children safe into our program to promote personal, social and emotional development of all children, so that they may grow to be strong, resilient and listened to and that they develop an understanding of why and how to keep safe
- We create within the setting a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background
- We ensure that this is carried out in a way that is developmentally appropriate for the children

### **Concerns about children**

If staff have concerns about children's safety or welfare the setting will notify agencies with statutory responsibilities without delay. This means the local children's social care services and in emergencies, the police. We have a copy of 'What to do if you're worried a child is being abused' for staff and all staff are familiar with what to do if they have concerns.

We acknowledge that abuse of children can take different forms-physical, emotional, sexual and neglect and signs of these could include the following:

- Significant changes in children's behaviour, performance or attitude;
- Deterioration in children's general wellbeing;
- Unexplained bruising, marks or signs of possible abuse or neglect;
- Children's comments that give cause for concern;
- Has an injury which is not typical of the bumps and scrapes normally associated with children's injuries;
- Regularly has unexplained injuries;
- Frequently has injuries (even when apparently reasonable explanations are given);
- Gives confused or conflicting explanations on how injuries were sustained
- Discloses an experience in which he or she may have been harmed;
- Gives other cause to believe that he or she may be suffering significant harm

*This list is not exhaustive*

*Four types of abuse:*

#### Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

#### Emotional abuse

This is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that

are beyond the child's developmental capability, as well as over protection and limitation of exploration and learning or preventing the child participating in normal social interaction. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### Sexual abuse

This involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may include physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at or in the production of, sexual on-line images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

### Neglect

This is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health development / neglect may occur during pregnancy as a result of maternal substance abuse. Once the child is born it may involve a parent failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment it may also include neglect of or, unresponsiveness to, a child's basic emotional needs.

This is not a definitive list; we are aware of and would respond to other types of abuse. Definitions taken from *HM Government 'Working together to Safeguard Children 2015'*

### 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 a 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 to obtain

Any suggestion of neglect, physical, sexual and emotional triggers will be taken seriously

### **Sensitive language**

At all times we need to ensure that we are in an optimal position to understand each child and recognise where a disclosure is being made. We ask that parents inform us of the name/words that their child uses to refer to their private parts. We understand that this may be a sensitive topic, however we must ensure that we can communicate as effectively as possible with each child regarding their own bodies.

### **Responding to disclosure**

#### **Where disclosure is made or signs and symptoms of abuse are observed**

- Reassurance is given to the child
- The yellow 'TED' forms located on the walls around both rooms will support immediate response.
- The child will be listened to
- The child will not be questioned in any way that is intimidating or suppressing. Caution will be exercised in responding to a disclosure; it may or may not be appropriate to ask the child questions such as 'tell me more about that' and 'who else was there'
- Promises will not be made to the child regarding not sharing the information in the disclosure
- Notes will be made about what has been said or observed as soon after the event as possible. Details of what these notes should include are stated below.

#### **Where referral to the Customer Service Centre is made**

- A member of staff will make the phone call to the CSC where advice and guidance will be taken from the CSC/Early Help Advisor with regard to next steps.
- The phone call will be recorded through note taking from the individual making the call. A list containing prompts for note taking are on the wall of the office for easy access. This will include;
  - Name of person taking the call
  - What was said
  - Time the call was made
  - Date the call was made

-Next steps/recommendations

- If the setting considers that implementing the advice from the CSC would increase the risk of harm to the child they will contact the police before the child is due to be collected from the setting.
- Staff are aware of and will implement the LSCB escalation policy if necessary.

#### **Records will be made to include**

- The child's name, full address and date of birth
- Date and time of the disclosure/observation
- Exact record of disclosure
- Name of person to whom disclosure was made
- Name of any third party present
- Name of the person referred to
- Records will be kept separately and securely from the child's main records with restricted access
- An Early Help Assessment (EHA) will be completed (as far as possible with all information) signed and sent to the relevant officer (Children's Services will advise on this) within 24 hours of the telephone referral.

(For more information on the Early Help Assessment (EHA) and Team Around the Child (TAC) please refer to <http://microsites.lincolnshire.gov.uk/children/practitioners/team-around-the-child-tac/>)

*The designated person with responsibility for Safeguarding Children will be informed immediately and procedures followed under the guidance of the Safeguarding Children's board. In the event of the absence of Carole Farrow, all initial logging forms and notes will be taken to Jenna Farrow*

#### **Informing parents/supporting families**

- 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 Local Safeguarding Children Board does not allow this. This will usually be in the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.
- The setting, through the Safeguarding Children's policy will inform parents of their role and responsibility regarding Safeguarding Children
- The setting will continue to welcome children and work with parents throughout any investigation

The setting will exercise their duty of care, for example, retaining a child within the setting until alternative arrangements can be made for the collection of the child if they believe a parent or carer who arrives to collect the child, is under the influence of alcohol or any other substance

#### **Existing Injury**

If a child enters the setting with an existing injury, the parent/carer will be asked to complete an existing injury form. This form will require the parent to detail, when, where and how the injury was sustained along with whom was present at the time. A body map appears on the form for parents to clearly indicate where on the body the injury is. The lead person monitors these forms closely in order to identify any patterns as they may arise.

It is imperative that the setting knows what injuries have occurred at home and those that have occurred in the setting

#### **Absence**

At Daisy Chain we understand the value of children engaging regularly with the provision, for their learning and development and to sustain positive relationships with the key practitioners. As a result of this we pay particular attention to the attendance of the children to ensure they are getting the most out of their nursery experience.

Daisy Chain keeps a log of the dates of absences and reasons for absence from the setting. We expect Parents/carers to call the setting before 10am for morning sessions and 1pm for afternoon sessions to inform us of an absence. If we do not receive a call before these times, a member of management will call the parent/carer to discuss reason for absence. Management keeps a record as part of a 'welfare system' to monitor any patterns forming of regular absence. Where a trend begins to form the manager will address this with the parent or use accordingly alongside any existing welfare or safeguarding information.

#### **EHA and TAC**

Please refer to the SEND policy for further information surrounding the EHA and TAC process

There are posters displayed in both entrances with the Children Services Customer Service Centre number for any parents who may have concerns about a child.

### **Alcohol and illegal substances**

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 under the influence of illegal drugs will be asked to leave the premise immediately. If they are a member of staff, an investigation will follow which is likely to lead to a consideration of disciplinary action, as a result of which dismissal could follow. If they arrive in a car under the influence of illegal drugs, the police will be contacted. Staff, students, parents, carers, visitors, contractors etc. found in possession of illegal drugs will be asked to leave, the police will be called and if they are a member of staff serious disciplinary procedures will be followed.

If a parent/carer is appears to be over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk, we will follow our child protection procedures, contact social services and the police. In some cases the second contact on the child's registration form may be called to collect them

### **Prevent Duty**

As of 1 July 2015 all schools and registered early years childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent duty. It applies to a wide range of public-facing bodies.

### **Radicalisation**

Radicalism refers to the process by which a person comes to support terrorism and forms of extremism. Protecting children from the risk of radicalisation is seen as part of Daisy Chains safeguarding duties, and is similar in nature to protecting children from other forms of harm and abuse. During the process of radicalisation it is possible to intervene to prevent vulnerable people being radicalised. Extremist ideology can be identified in many different ways and settings. Specific background factors may contribute to vulnerability, which are often combined with specific influences such as family, friends, or online with specific needs for which an extremist or terrorist group may appear to provide an answer. The internet and the use of social media in particular has become a major factor in the radicalisation of young people.

### **Extremism**

Extremism is a belief in and support for ideas that are very far from what most people consider correct or reasonable. Within Daisy Chain, this is seen as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. (Refer to British Values policy).

It is essential that staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified. Protecting children from the risk of radicalisation is seen as part of our wider safeguarding duties and is similar in nature to protecting children from other harms whether these come from within their family or are the product of outside influences.

Factors that may indicate vulnerability to extremism may include:

- Possession of literature regarding military training, skills and techniques
- Possession of violent extremist literature
- Change in behaviour
- Unwilling to listen to others points of view
- The expression of extremist views advocating violent actions and means
- Association with known extremists, seeking to recruit others to an extremist ideology or claims of involvement with organisations espousing extreme violence
- Refusal to engage with peers who are different to them
- Exposure to an ideology that appears to sanction, legitimize or require violence
- A range of perceived grievances, real and some imagined, to which there seems to be no credible and effective non-violent response

Where we believe a child to be at risk we will follow the settings safeguarding procedure. Detailed above.

Staff are required to complete the online 'Prevent Duty' training within their first month of employment.

### **Where an allegation is made against a staff member**

Where an allegation of child abuse is made against a member of staff that causes concern, or that they have behaved in a way that has harmed a child, or may have harmed a child, possibly committed a criminal offence against or related to a child, or behaved towards a child in a way that indicates she/he is unsuitable to work with children we will:

- Cooperate fully within the enquiry
- Make detailed records of the allegation with a witness present
- The manager will ask the member of staff facing allegations to leave practice and come to the office
- The staff member will be informed of the allegations against them
- The procedures for dealing with allegations will be applied with common sense and judgement. This may result in the staff member being released from the setting immediately or the disciplinary procedure will be followed
- Ofsted will be informed
- Contact the Local Authority Designated Officer for managing allegations through the local Safeguarding Children's Board, Customer Service Centre. (Tel 01522 782111)
- The setting may have to inform the ISA regarding allegations.
- Suspension will not be an automatic response to the allegation, but we will need to consider the seriousness of the allegation, the risk of harm to children and the possibility of tampering with evidence, as well as the interests of the persons concerned in the setting
- If the allegation is of a serious nature then the manager will decide if the employee should be suspended on pay, whilst allegations are being made.

If an allegation has been made against a member of staff it does not have to be put in writing. Social Services can be contacted directly about the allegation without going through the setting first. The setting does not decide what happens next.

The investigation will include obtaining statements from witnesses available and from the employee who is involved and will be carried out by Safeguarding children's board and Police. At all times the employee has the right to representation.

Depending on the outcome of the investigations, Disciplinary Procedure will be followed if deemed necessary.

### **FGM (Female Genital Mutilation)**

FGM is a collective term for all procedures that include the partial or total mutilation of the external female genital organs for cultural or other non-therapeutic reasons. Legislation making FGM illegal has been in place for many years. It is known that children are subjected to this procedure both in the UK and overseas. It is not an acceptable practice and is a form of child abuse under UK law.

Staff should be aware that the girl might use alternative words or references rather than the specific term Female Genital Mutilation or FGM e.g. cut, cutting. All staff must follow the safeguarding disclosure procedure if they suspect a child is a victim of FGM.

### **High Risk Time**

Communities particularly affected by FGM in the UK include girls from; Somalia, Kenya, Ethiopia, Sierra Leone, Sudan, Egypt, Nigeria, Yemen, Indonesia, Afghanistan.

The procedure often takes place in the summer, as the recovery period can be 6-9 weeks.

*Staff should be alert to;*

- Requests for long absences
- Relative visiting from abroad
- A 'special occasion' coming up
- A female relative being referred to as a 'cutter'

Although it is difficult to identify girls before FGM takes place, where girls from high-risk groups return from a long period of absence with symptoms of FGM, the referral process must be followed in accordance with the safeguarding procedure.

*Signs that FGM may have taken place;*

- Difficulty urinating or incontinence
- Appears withdrawn or anxious
- Unusual behaviour
- Difficulty sitting, walking and standing

Further information can be found here

(<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/signs-symptoms-and-effects/>)

**Looked after children**

Daisy Chain is committed to providing quality provision based on equality of opportunity for all children and their families. All staff are committed to doing all they can to enable 'looked after' children in their care to achieve and reach their full potential.

The definition of 'Looked after children' (LAC): Children become 'looked after' if they have either been taken into care by the local authority, or have been accompanied by the local authority (a voluntary care arrangement). Most LAC will be living in foster homes, but a smaller number may be in a children's home, living with a relative or even placed back home with their natural parents.

We recognise that children who have been looked after have often experienced traumatic situations: physical, emotional or sexual abuse and neglect. However, we also recognise that not all looked after children have experienced abuse and that there are a range of reasons for children to be taken into the care of the local authority. Whatever the reason, a child's separation from their home and family signifies a disruption in their lives that has impact on their emotional wellbeing.

In our setting we place emphasis on promoting children's right to be strong, resilient and listened to. Our policy and practice guidelines for looked after children are based on these two important concepts attachment and resilience. The basis of this is to promote secure attachments in children's lives as the basis for resilience. These aspects of wellbeing underpin the child's responsiveness to learning and are the basis in developing positive dispositions for learning. For young children to get the most out of educational opportunities they need to be settled enough with their carer to be able to cope with further separation, a new environment and new expectations made upon them.

The designated person and the key person will liaise with agencies, professionals and practitioners involved with the child and his and her family to ensure appropriate information is gained and shared relative to the child's individual situation.

**Peer on peer abuse**

There are many forms of abuse that may occur between peers, this list is not exhaustive;

- Physical abuse (Hitting, kicking, pulling hair, biting)
- Sexually harmful behaviour/sexual abuse
- Bullying (Physical, name calling)
- Cyber bullying
- Sexting
- Initiation/Hazing (a form of initiation ceremony which is used to induct newcomers into an organisation such as a private school, sports team etc.)
- Prejudiced behaviour
- Teenage relationship abuse

**Expected action**

Although the type of abuse may have a varying effect on the individual, these simple steps can help clarify the situation and establish the facts before deciding the consequences. All staff will deal with the situation immediately and sensitively gathering all the facts from all children involved using 'Conflict resolution' (displayed in both rooms). Staff will acknowledge the impact of the language on those involved and the parents if necessary. Staff will not be prejudice or judgemental when dealing with sensitive matters.

Staff will consider the intent of the situation in order to support the individuals to rectify their actions and learn new ways of thinking and dealing with further situations.



*Key points that will be considered in order to plan next steps:*

- What is the age of the children involved?
- Where did the incident/incidents take place?
- What was the explanation from all children involved?
- What is each of the children's own understanding of what occurred?
- Has the behaviour been repeated on more than one occasion?

Where an action has been taken, this will be recorded and the support for the child will be evidenced in their personal file to demonstrate any progress made. The parents/carers will be encouraged to support from home where possible.

## **Cameras and Imagery**

The use of cameras is considered an essential and integral part of everyday life. As such, children, young people, early year's practitioners and their managers are to be encouraged to use such technology in a positive and responsible way.

Practical steps will be taken to ensure that the use of imagery on our EyLog learning journeys and cameras will be managed sensitively and respectfully. A proactive and protective ethos is reflected which aims to promote effective safeguarding practice.

### **Camera and imagery**

Our camera Policy aims to ensure the safe and appropriate use of cameras and images through agreed acceptable use procedures. This is to be in line with legislative requirements and will aim to respect the rights of all individuals. The Camera Policy will apply to all individuals who are to have access to and/or be users of work-related photographic equipment. This policy complies with the requirements of the Data Protection Act 1998, Freedom of Information Act 2000, Human Rights Act 1998 and other relevant 'acts' regarding the taking and use of photographic images of children.

All images will be used in a respectful manner. This means that images will be:

- Fairly and lawfully processed
- Processed specifically for stated purposes only
- Kept on file for no longer than is necessary
- Processed in line with an individual's legal rights
- The use is to be authorised by the management
- The use of personal USB sticks, for transferring images should be avoided
- The management will be responsible for ensuring the safe storage of all photographic technology including memory cards

Early years practitioners have a duty to report any concerns relating to potential misuse. Clear whistle-blowing procedures must be adhered to. General signed consent to take photographs or record images of children will be requested from the parent or carer on enrolment of their child through the registration process.

Under the Early Years Foundation Stage, early year's practitioners and their managers are encouraged to track children's progress. We have a system channelling the wealth of information gathered about individual children into a manageable summary. Such portfolios will often be known as learning journeys and these are used to document and monitor the individual learning and development progress of each child in the early year's age group. Daisy Chain operates an online system called 'eyLog' (for more information please refer to the eyLog policy).

The purpose for taking any images is to be clearly explained and agreed. This consent will cover the taking of images for general purposes, such as taking photographs that will be used to document children's learning. The child's view will be considered at all times, regardless of age. It should be recognised that some children will be more vulnerable than others for a range of reasons, such children's security may be compromised more than others, and therefore extra precautions will be considered in such circumstances.

*If it should not be possible to obtain prior written consent, no images will be taken involving the individual child. Only parental authorisation will be accepted. Additional permission will be sought for training needs and students.*

There may be occasions where the press are invited to a planned event to take photographs of the children who are to take part. It should be noted that the press, enjoy special rights under the Data Protection Act, which permit them to publish material for journalistic purposes. Generally, parents and carers will take pride in 'press cuttings'. For the majority, this pride will often outweigh any fears about the image and/or information being subject to misuse. However, some parents may object to information about, and images of, their own children being published. As a result, it is to be ensured that parental/carer consent will be sought before the press is to be given any access to children.

Parents and carers will not be covered by the Data Protection Act 1998 if they are to take photographs or make a video recording for their own private use. The Act therefore will not prevent parents and carers from taking photographs or making video recordings of their own children within the setting environment, for example, during nativity plays.

**Under no circumstances should a child's photo be published on any social networking sites, e.g. Facebook or Twitter.**

Consent must be obtained from parents and carers should their child be photographed amongst a group of children; and where consideration is to be given to including that image in a learning journey belonging to another child. It will be anticipated that this will be a regular occurrence, as group activity shots are to be encouraged.

Where possible, therefore, 'blanket' consent will be requested from parents and carers for group images to be included in the learning journeys of other children.

Digital photo frames may be used to display slideshows of children at play the each room entrance. Consent must be obtained from parents and carers to allow images to be used in such a way.

## **Whistle Blowing**

Daisy Chain is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment we encourage employees and others with serious concerns about any aspect of the settings operations to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis. This policy document makes it clear that employees can do something without fear of reprisals.

This Whistle Blowing Policy is intended to encourage and enable employees to raise serious concerns within the setting rather than overlooking a problem or blowing the whistle outside. In addition to this policy, the setting has other policies and procedures covering discipline, grievance and complaints. This policy is intended to complement these, and to cover concerns that fall outside the scope of other procedures.

### *General principles:*

The policy is intended to;

- Encourage and enable individuals to raise genuine and legitimate concerns
- Support staff to take an active role in the elimination of poor practice
- Ensure concerns are appropriately investigated
- Protect those making the complaint from victimisation or retaliation

Staff have the right and individual responsibility to raise any matters of concern regarding poor practice at work. In a matter of urgency, staff are free to arrange a time to talk to the Manager about concerns outside of designated supervisions.

The management will investigate, promptly and thoroughly, all concerns raised in accordance with this policy, and will take appropriate action.

It is the responsibility of any member of staff who witnesses any inappropriate conduct/behaviour between any adult and child to report this to the DSP (or the person charge). This also includes inappropriate behaviour displayed by others members of staff, or any other person working with children.

For example, inappropriate sexual comments; excessive one to one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. If the concern is regarding the Director, Senior Nursery Manager, Nursery Manager or the Deputy Manager, staff should contact Ofsted. (All contact numbers are contained in this policy)

Inappropriate conduct/behaviour include:

- Inappropriate use of language.
- Inappropriate/rough handling of a children.
- Smacking, slapping, biting, pushing etc.
- Leaving children in a distressed state.
- Force feeding a child.
- Denying children food or drink.
- Putting them in physical danger e.g. not using a harness in a highchair.
- Not following the correct First Aid and Health and Safety procedures.
- Humiliating children.
- Shouting at and intimidating a child.
- Leaving children alone/unattended in high risk situations

### **Confidentiality**

The management will do it's best to protect a person's identity when a concern is raised, however in some circumstances identities will have to be revealed to the person complained against and the complainant maybe asked to provide written or verbal evidence in support of their complaint. If a person's identity is to be disclosed, he or she will be told before the disclosure and the reasons why the disclosure is necessary. Having raised the concerns the management/committee will expect the complainant not to talk about it to any other person, inside or outside the setting.

### **Anonymous complaints**

Concerns expressed anonymously, are much less powerful and harder to investigate, however they may be considered.

### **Untrue allegations**

If an allegation is made in good faith but it is not confirmed by the investigation, no action will be taken against the complainant. If, however, an allegation proves to be malicious, action may be taken against the person responsible for the malicious act.

### **How to raise a concern**

In the first instance, concerns should always be raised with the manager. Concerns are best raised in writing. You are invited to set out the background and history of the concern giving names, dates and places where possible, and the reason why you are particularly concerned. The earlier you express your concerns the easier it is to take action. If you do not wish to put the allegations in writing, the person to whom you are making the complaint will make a written record of the interview and will ask you to sign to confirm accuracy of the notes taken.

Although you will not be expected to prove the truth about your allegations, you will be required to demonstrate that there are sufficient grounds for your concern.

*You should NOT:*

- Investigate the matter yourself.
- Alert those suspected of being involved.
- Approach or accuse individuals.
- Tell anyone other than the designated persons (i.e. management).

Within a week of the receipt of your concern, you will receive a written acknowledgment of your concern, with a copy of your statement where appropriate. The management will investigate and within 2 weeks you will be informed of what action is being taken and will be kept up to date on the progress of the investigation. You will also be informed of the outcome any investigation. If you are not satisfied with the outcome of the investigation, you may elevate your concerns directly to Ofsted.

Personal data will be stored in a locked cupboard and will only be available to management and others on a need to know basis. Information stored electronically will be secured by a password-protected system. This is only known by management.

### **Investigations**

Depending on the nature of the complaint the manager will either investigate or elevate concerns to appropriate agencies. Where a safeguarding allegation is made against a member of staff the procedure for allegations against a member of staff within our safeguarding children procedure will be followed. At the end

of the investigation the complainant will be informed with regards to whether the complaint has been upheld or not.

### **Safeguarding is everyone's responsibility**

Advice and concerns regarding safeguarding children will be directed to;

-Lincolnshire County Council Children Services Customer Service Centre (CSC): Office Hours: Tel. 01522 782111 or out of hours: Tel. 01522 782333

-Lincolnshire Police – 0300 111 0300

-Ofsted: Tel. 0300 123 1231

### **Settling in**

Daisy Chain Nursery aims to work in partnership with parents/carers to settle the child into the group environment to ensure they feel safe, secure and comfortable with staff and their surroundings. We aim to give consideration to the individual needs of children and families and give confidence to parents, enabling them to feel comfortable that the needs of the child are met.

Parents/Carers and new children are welcome to view the setting prior to the child starting. This session can be used to complete registration forms and introduce the child and parents to the policies and procedures of the setting as well as the daily routine and what to expect from our communication. Information will be provided to parents through a variety of media, including; the settings welcome pack, notice boards, policies and procedures, email, information meetings and individual meetings.

We will ask for key information about the child (document titled; 'Child Induction') as this will help their key person get to know a little about them for the settling in process. If there is a special toy or item that will help the child settle in, parents are encouraged to inform their Key Person. A home visit can be arranged if preferred.

### **Stay and Play**

We will offer 'stay and play' sessions for parents from 11-12 pm and 2-3pm prior to the child starting. During this time you will have the opportunity to meet your child's key person and carry out the 'Initial parent discussion', alongside an 'Initial Plan for Learning'. This will establish the child's stages of development and provides us with a baseline to begin assessments and planning. These documents are also used to support the practitioner in planning appropriately from the child's very first session, enabling them to set an appropriate next step for the child during the settling in period. This is a really good opportunity to discuss any concerns or worries you may have about your child starting.

You will also be able to play with your child in the environment and explore the areas of the setting together and is also.

### ***Key Practitioners***

A key practitioner will be allocated to children before their start date. Daisy Chain respects the child's voice therefore will re-evaluate this if the child forms a strong bond with another practitioner.

During the initial sessions, your child will be introduced to the setting, establish basic routines, hand washing and toilet areas, drinking water, name pegs, snack times, self-registration, lunch and home times. Children will have the opportunity within their key groups, to experience each learning area in the playroom and be encouraged to tidy away the toys they have been playing with, along with getting to know their key practitioner and other staff. Activities offered, are planned to help settle a new child, mainly focusing on Personal, Social and Emotional Development

As every child is unique, it can be difficult for parents to predict how their child will cope with the first few weeks in a new environment. The nursery understands the stress this can cause both parent and child, therefore, if necessary a tailored plan will be devised to support individuals during this process. This may include the following;

- Parents will be invited to join their child for a short 'settling in' session and then gradually leave their child for a short stay on their own over a period of sessions.
- Parents will be encouraged to say goodbye to their child- if the child and parent feels comfortable with this - and explain that they will be coming back after the child has had some time to play.
- Children will be comforted and distracted if they become distressed with a special toy from home or something within their interests at nursery

Regular discussion will take place with parents around their child's progress and how their child is settling in. These will be based on relationships with staff and peers, participation in activities, familiarity with routines

and whereabouts of resources and equipment.

**Daisy Chain recognises that some children settle more easily than others and strive to recognise and meet the needs of all children and families.**

### **Social Networking**

Daisy Chain realises that social networking has now become an integral part of everyday life and that many people enjoy membership to social network sites such as Facebook or Twitter. However, we are also well aware that these sites can become a negative forum for complaining or gossiping and care must be taken not to breach our confidentiality policy or offend others when using these sites.

The following policy has been designed to give staff member's clear guidelines as to what we expect at Daisy Chain when accessing these sites.

The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with your manager if you are uncertain.

Breach of confidentiality will result in disciplinary action and may result in the termination of your contract.

When using social networking sites staff should give due regard to the following:

- Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views Daisy Chain Nursery. Be clear and write in first person, making your writing clear that you are speaking for yourself and not on behalf of Daisy Chain.
- Information published on the blog(s) should comply with Daisy Chains confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums and social networking sites.
- Always be respectful to
  - Daisy Chain
  - Other staff members,
  - Parents and relatives,
  - Children,
  - Partners,
  - Competitors,
- As an employee of Daisy chain you are an ambassador for the nursery
- Staff should be aware that any disrespectful comments to the above might be seen as libelous.
- Social media activities should not interfere with work commitments.
- Remember at all times in or out of working hours you are an ambassador for Daisy Chain. Your online and offline activity should reflect this and your professional judgment must be used when posting content and it is your responsibility not to inadvertently damage the image of Daisy Chain through your actions. If a complaint is made, disciplinary action will be taken and may result in the termination of contract.
- Respect Copyright laws and reference or site sources appropriately. Plagiarism applies online as well.
- Daisy Chain logo and trademarks may not be used without written consent.
- Any Employee, who becomes aware of social networking activity that would be deemed distasteful, should make the manager aware.

**Any reference or discussion made on a social network or blog, of a child or parent/carer will be a breach of confidentiality and is grounds for immediate dismissal. This may also be subject to referral to relevant authorities.**

Daisy Chain has its own request only Facebook group for registered parents to join. The page intends to inform parents of the activities and key information for parents therefore **UNDER NO CIRCUMSTANCES WILL A PHOTO OF ANY CHILD BE POSTED ONTO THE SITE BY A MEMBER OF STAFF.** Parents can post on the page at their own discretion.

All Staff must adhere to the above; breach of this policy may result in disciplinary action.

### **Parents**

During parent partnership events i.e. workshop days, Christmas activities etc. parents are reminded that photos taken containing a child other than their own **MUST NOT** be uploaded to any social media platform. This applies also to any written reference made to another child whereby the parent of that child has not given consent. Daisy Chain will refer to the Safeguarding policy where necessary in these circumstances in order to protect a child's identity.

### **Special Educational Needs and Disabilities/Inclusion**

***The Special Educational Needs Co-ordinator (SENDco) at Daisy Chain Nursery is Jenna Farrow***

### **Our aims and ethos:**

Daisy Chain welcomes and includes every child whatever their individual needs may be. All children have the right to be educated and to develop to their full potential. Daisy Chain believes that having an inclusive policy benefits all children, and is a positive experience that reflects the diversity of our society.

We aim:

- To value all children equally and to provide opportunities for equal access to the Early Years Foundation Stage
- To recognise when a child has a significant learning difficulty greater than the majority of the children at the same age.
- To recognise that some children will need additional support which calls for special educational provision
- To recognise the importance of early identification and assessment of children with special educational needs, and work within the DfE 'SEND Code of Practice 2015'
- To work in true partnership with parents, valuing their views and keeping them fully involved in their child's education
- To work collaboratively with other agencies to meet the child's individual needs where necessary.

### **Definition of a child with SEN:**

A child or young person has SEN if they have a learning difficulty or disability that calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty or disability if he or she:

- Has a significantly greater difficulty in learning than the majority of others of the same age, or
- Has a disability that prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

For children aged 2 years or more, special educational provision is educational or training provision that is additional to or different from that made generally for other children or young people of the same age by mainstream schools, maintained nursery schools, mainstream post 16 institutions or by relevant early years providers. For a child under 2 years of age, special educational provision means educational provision of any kind.

A child under compulsory school age has special educational needs if he or she is likely to fall within the definition above when they reach compulsory school age or would do so if special educational provision was not made for them (Section 20 Children and Families Act 2014).

### **Identifying Special Educational Needs and Intervention (The graduated approach)**

We have regard for the 'SEND Code of Practice 2015' on the early identification and assessment of children with Special Educational Needs. Our system of observation and record keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis.

We adhere to a 'graduated approach' that allows us to 'Assess, plan, do, review' within a cycle to ensure SEND is identified at the earliest possible stage. Observations will be completed to identify the child's strengths and area(s) of needs. Observations will be discussed by the key person, SENDco and parents to identify the area(s) of need a child may have and if necessary the child will be given an Individual Plan (IP) of achievable 'SMART' targets. The key person or SENCO monitors the needs and progress he/she is making relating to the Individual Plan. If it is felt that a child's needs cannot be met in the nursery without additional

personal and/or equipment, resources may be sought to ensure that provision is appropriate to the child's needs.

### **The child's voice**

The child's voice will be sought throughout the monitoring and assessment of needs through a number of different ways. Observation will be used most often to document the child's responses and key interests along with difficulties and strengths. Pictures, videos and choice boards are also another supportive way of collecting the child's voice, especially for those children who do not yet have strong expressive language and understanding.

The role of the SENDco is to;

- Support a child with practical measures
- Support practitioners in implementing a provision mapping system to ensure needs are met in all areas of the setting
- Monitor and review the practical intervention
- Co-ordinate the planning for individual needs
- Support other members of staff
- Liaise between the setting and other professionals involved in working with the child, for example Health Visitor, Speech Therapist
- Liaise with, and offer support to parents
- Attend regular training on special educational needs and disabilities issues and to keep other staff members informed via in house training.

In order to meet the needs of all children, including those with special educational needs and / or a disability, we consider the following issues:

- Voice of the child
- Working in partnership with parents/carers and professionals
- Access
- Quality learning opportunities (planned and differentiated)
- Staffing levels – making sure these are adequate to meet a child's needs
- Training of staff
- Resources and equipment
- Challenging stereotypes and promoting positive attitudes amongst all children and staff
- Individual programmes, monitoring of progress and record keeping

### **Training Opportunities**

The SENDco keeps up to date with training provided by the Local Authority and current issues are shared with other staff members at meetings. The SENDco will be responsible for explaining the policy to new staff members.

### **Admission Arrangements**

Daisy Chain Nursery is committed to working with all children to meet individual needs. We will not exclude any child on the grounds of their special educational needs. Daisy Chain commits to inclusive practice therefore will work with parents to ensure all significant requirements are in place for the child, however, in some cases this may delay admission until appropriate training, equipment or provision is in place.

### **Facilities and Provision Available for Children with Special Educational Needs and disabilities**

We have had experience of supporting children with the following:

- Physical/mobility
- Behavioural
- Speech and language
- Learning difficulties
- Allergies
- Autism Spectrum Disorder
- Asperger's syndrome
- Down's Syndrome

We aim to ensure that all children have equality of access to the Early Year's Foundation Stage. Our practice reflects the children's own interests and home life and also broadens their experiences to celebrate the diversity of the World around us, and will also identify support and extend areas. We plan our activities and resources to ensure that experiences in the setting are accessible for all children taking into account their

individual needs. Our provision mapping alongside this ensures that every child's needs are considered and planned for with the aim of nurturing an inclusive environment where all can make progress.

The setting has wheelchair access with wide doors and ramps.

### **Education, Health and Care plan (EHC)**

Education, Health and Care (EHC) Plans replace Statements of Special Educational Needs and Learning Difficulty Assessments. It has been recommended that Local Authorities should convert statements of SEN to an EHC plan within 3 years. The plans are legal documents that local authorities have to follow and include information and support about the child/young person's special education needs, as well as health and social care where relevant.

In order to receive a plan a child/young person does not need to have all 3 strands of Education, Health and Social Care needs. As long as there is an educational need they can receive a plan and if the child has any health and/or social care needs this will be incorporated as well. The plans can start from a child's birth and continue into further education and training. The assessment process for an EHC plan will take into account all provision that is currently put into place and the information will be gathered from all involvements for the child/young person. The assessment process will require all professionals working with the child and family to contribute to the assessment, identify the support they can provide and monitor progress with an outcome focus. The premise of the EHC assessment and planning process is that the families, child/young person only has to tell their story once.

An EHC plan will be reviewed annually (or more frequently if necessary) and can cease at any agreed time when the child/young person's outcome needs are met or if the child/young person leaves educational or training settings, this includes going into higher education.

### **Partnership with Parents & Early Help Assessment (EHA)**

Daisy Chain Nursery has an open door policy that gives parents/carers the opportunity to discuss any concerns they may have. We value parent's contribution to their child's welfare and education, and we acknowledge that parents know their children best. We will work with parents and hold regular discussions and suggest strategies/activities at home. We will provide information on other support services and support groups.

If through discussion with the family, needs are identified at home as a result of or alongside the child's identified need, the nursery can support families through the system of 'Early Help'.

The main features of an effective Early Help offer are:

- a multi-disciplinary approach that brings a range of professional skills and expertise to bear through a "Team Around The Child" approach
- a relationship with a trusted Lead Professional who can engage the child and their family, and coordinate the support needed from other agencies
- practice that empowers families and helps them to develop the capacity to resolve their own problems
- a holistic approach that addresses children's needs in the wider family context
- simple, streamlined referral and assessment processes.

### **Team around the child (TAC)**

Where a multi-agency approach is needed, a TAC will be put in place for the family. This is targeted support from a range of different agencies and group of professionals who can provide different services to meet the identified need(s). As a guide, a TAC would normally be required where two or more support services are involved, however this is not prescriptive and professionals should use their judgement to consider when a TAC is necessary

*Lead Professional*



The Lead Professional is normally appointed after consultation between workers and family members at the first TAC meeting. The Lead Professional acts as a single point of contact for the family/child/ young person and professionals. The Lead Professional ensures that the family receive appropriate interventions when needed, which are well planned, reviewed regularly and effectively delivered.

If it is believed that the family need further focused intervention in order to support the SEN specifically, the TAC can be escalated to ESCO where a coordination of specific services will occur. This also provides families with a single point of contact and continuity through key working and face-to-face information sharing.

### **Staff Code of Conduct**

Daisy Chain recognises that in order for children to feel valued and to enhance the learning and development of those who attend our setting, a positive and warm environment with effective communication is essential and must be encouraged at all times.

The following code of conduct ensures that the ultimate level of vigilance is taken across all areas of practice regarding each individual's professionalism and personal behavior. It applies to all staff, volunteers and students working in the Nursery during operating hours.

#### **Dress Code**

Daisy Chain will provide a uniform for all full time staff. Any clothing that reveals too much cleavage, back, chest, feet, stomach or underwear is not appropriate for this setting. Short heeled, comfortable shoes with backs must be worn at all times.

Any clothing that has words, terms, logos or pictures that may be offensive to other employees is unacceptable. Black trousers and uniform t-shirt provided are preferred. Jeans are not permitted.

#### **Social Media**

Staff must not seek out parents as contacts on any social media site. Where a parent was an existing friend to a staff member on social media before starting the setting, the staff member **MUST** be extremely vigilant with regards to the content on their site. Staff are required to tell management if a parent is friends with them on a social media site. **UNDER NO CIRCUMSTANCES** is the staff member permitted to talk about or make reference both directly and indirectly to the Nursery or to an individual child. In these circumstances, disciplinary action **WILL** be taken.

Staff are urged to remember that they are ambassadors for Daisy Chain outside of the setting. This also applies to content present on any social media websites. If any content is found that management deem unsuitable, they will ask for it to be removed immediately and disciplinary action may be taken.

#### **Communication with parents**

Staff should not give their personal phone numbers or emails to parents nor should they communicate over text or personal email. Where a parent needs to be contacted, staff must use one of the designated Nursery phones.

#### **Physical Contact i.e. hugging, rubbing arm/back, sitting on knee**

There are occasions when it is entirely appropriate and proper for staff to have physical contact with children, but it is crucial that they only do so in ways appropriate to their professional role. Staff should, therefore, use their professional judgement at all times.

We recognise that a member of staff can never take the place of a parent in providing physical comfort, however during session hours if a child is observed as needing reassurance and comfort through physical contact then staff will provide this as a result of their professional judgement and knowledge of the child. If a child has needed lots of comfort during a session the parent will be informed in order for monitoring to take place.

Where a child attempts to kiss a member of staff they will be reminded to do so on the cheek if necessary. If this type of contact begins to happen on several occasions, it will be recorded and monitored closely as part of our 'Safeguarding' procedure (refer to 'Safeguarding' policy).

#### **Mobile phones and cameras**

The use of personal mobile phones in the playrooms by staff, parents and carers' is prohibited to ensure the safety of the children. Personal mobile phones **must** be kept in the box provided in the office and can

be used in the office in cases of emergency with prior permission from the manager. (More details can be found in the 'Mobile Phone' Policy)

### **Attendance**

Excellent attendance is an expectation of all employees to ensure effective service and to adhere to ratio requirements. Emergency personal time is made available to employees for such unscheduled events as personal illness, immediate family member illness, and doctor appointments. All efforts should be made to plan appointments outside of work hours. If staff are to be absent for any unexpected reason, they should contact the manager by phone before 7.30am the morning of their shift.

### **Transporting children**

Staff should not transport children in their own vehicle unless it has been approved with written permission from all parents and the nursery manager. Wherever possible and practicable, transport should be in a vehicle other than a private vehicle, with at least one adult additional to the driver acting as an escort. A member of staff should never be alone in a vehicle with a child.

### **Language**

Staff must not swear, blaspheme or use offensive language in front of children. Staff must not use language that is discriminatory and demeaning in relation to gender, religion, ethnicity, sexual orientation, disability or age. Staff should not make sexual innuendos or any comments of a sexual nature to another individual. The use of sarcastic, demeaning or insensitive comments towards young people can also be regarded as a form of abuse that is potentially very damaging and must be avoided (Refer to the 'Equal Opportunities' Policy). If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation.

### **Alcohol and substance misuse**

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 immediately. If they are a member of staff, an investigation will follow which is likely to lead to a consideration of disciplinary action, as a result of which dismissal could follow. If they arrive in a car under the influence of illegal drugs the police will be contacted. Staff, students, parents, carers, visitors, contractors etc. found in possession of illegal drugs will be asked to leave, the police will be called and 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 immediately to arrange a risk assessment to take place and a Health Care Plan to be completed.

### **Smoking**

Smoking is strictly prohibited on site.

### **Jewellery, make-up and perfume**

Jewellery should be restricted to stud earrings and small, plain rings, with limited visible body piercing. Remember, that some employees and children are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint.

### **Confidentiality**

Confidentiality is paramount and everyone is expected to comply with the settings 'Confidentiality' policy. All staff should maintain confidentiality at **ALL** times relating to information regarding staff, children and families. Information should only be shared in accordance with nursery policies, the Data Protection Act and Freedom of Information Act. (Refer to 'Confidentiality' Policy for more information)

### **Hygiene**

Staff must ensure they are clean and presentable at all times so we can avoid difficult conversations!

### **Physical intervention**

Corporal punishment i.e. physical punishment will not be given to a child for whom we provide early years provision. We will not use or threaten corporal punishment or any form of punishment that could have an adverse effect on the child's well being.

Physical intervention will only be used to manage a child's behaviour if necessary to prevent personal injury to the child, other children, and an adult, serious damage to property or for safeguarding purposes. Any

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occasion where physical intervention is used, it will be recorded within the incident log and parents and carers will be informed when picking up the child.

### **Health and Safety**

Each staff member will receive a personal setting induction where key policies and procedures are discussed, and where everyone is made aware of the procedures for the Emergency Evacuation of the building in case of fire or other critical incidents. Communication is key to avoiding misunderstandings and potentially volatile situations.

It is your duty to ensure a safe environment for the children. You should ensure that you have read all the policies of the nursery as displayed including 'what to do if a child is being abused' publication. It is the staff's duty to read and understand all policies and procedures and sign to declare this.

For this policy to be effective everyone concerned must take ownership and assume responsibility of it to ensure that this happens.

### **Staff Induction**

At Daisy Chain we recognise that our staff are one of our most valuable assets and as such as we realise the importance of following an effective and comprehensive induction plan with new employees and volunteers.

Induction is the process of familiarising new employees and volunteers with their job roles and responsibilities to help them settle in and provide them with the necessary information that they need to work effectively within our team and understand the expectations of the management.

We recognise that the first few weeks of employment are vital to the success of any appointment and that a comprehensive induction plan is essential to enable new starters to meet their full potential and become an effective member of our team.

#### **The induction plan covers the following:**

- Mission statement, values and aims
- Roles and responsibilities (Job description & person specification)
- Safeguarding/prevent duty
- Whistle Blowing
- Equality policy
- Staff handbook
- Parent communication
- Health and safety procedures
- Risk assessments
- Premises – including toilet and staff facilities
- Location of fire exits and 1st aid equipment
- Fire drills and building evacuations
- Premises security
- Information on probationary periods, appraisal interim review and supervision systems
- Policies and procedures

All new staff members and volunteers will be given a copy of their induction plan and will be tailored to individual needs and take into consideration previous experience and qualifications.

#### **Information/documents given to new staff will include;**

- An induction plan with timescales for completing tasks
- The settings aims and objectives
- A probationary period
- A job description
- A code of conduct
- Confidentiality agreement
- Responding to a disclosure agreement
- Information on their probationary period, review and appraisal systems
- A copy of all policies and procedures with particular attention to safeguarding children and promoting equality of opportunity along with a declaration that they have read, retained an awareness of and are willing to support implementation of policies
- Information on how to obtain a copy of the EYFS framework
- 'Safer food better business' document for reading

The induction plan will be used to identify tasks to be completed within a set time frame and will be followed up with regular reviews during the probationary period to ensure that the individual is settling into the team and meeting the requirements of the post. The induction plan will also record areas for professional

development so that we can continue to offer a high quality service that meets the needs of the children and families.

**All employees will be booked on or have attended a Paediatric First Aid training course before commencing employment. A staff member will not be counted in ratios if they do not hold this certificate.**

All employees will be asked to complete the online e-learning 'Introduction to Safeguarding' before beginning employment at Daisy Chain.

### **Staffing and Employment Policy**

#### **There is strictly NO ALCOHOL, SMOKING or any illegal substances allowed on the premises of Daisy Chain**

Daisy Chain recognises the need to meet the EYFS Welfare Requirements in relation to appropriate qualifications of staff, ratios of staff to children and staff checks. We aim to provide children with high quality care and education and individual attention. Daisy Chain will appoint the best person for each job and will treat fairly all applicants for jobs and those appointed.

Commitment to implementing the nurseries Equal Opportunities policy will form part of the job description of all workers.

We will adhere to the following at all times:

- Any vacancies will be advertised
- Bank staff will be recruited as and when required
- Ensure all staff and volunteers satisfy any DBS clearance and health checks
- Any existing staff not giving consent to check the ISA register will be lawfully dismissed. The disciplinary procedure will not be implemented, as dismissal will be instant. (When required by the Independent Safeguarding Authority). Guidance will be sought from the 'Federation of Small Businesses'
- If under the DBS scheme the employer is informed that an employee has been added to the barred list, the individual will be removed from regulated activities or dismissed. The individual will have no legal rights or claims for unfair dismissal. The disciplinary procedure will not be implemented, as dismissal will be instant. Further information is available at [www.DBS.gov.uk](http://www.DBS.gov.uk).
- Where an employee becomes barred from regulated activity, the employer will consider on an individual basis, if the individual is suitable for controlled activity. There will be no guarantees of a transfer to controlled activity and dismissal may still result. Where dismissal results, the disciplinary procedure will not be implemented, as dismissal will be instant.
- Where an employee displays inappropriate behaviour towards a child, the DBS will be notified as part of the legal reporting duty. If a member of staff under investigation leaves the provision the DBS will be notified.
- Where an employee displays inappropriate behaviour towards a child, the DBS will be notified as part of the legal reporting duty.
- Undertake relevant recruitment processes to include a minimum of 2 reference checks including last employer.
- Ensure the recruitment process works within the equal opportunities framework.
- Provide a full induction covering all policies and procedures, roles and responsibilities, training requirements and the ethos of the setting
- Ensure all staff members are provided with a job description and staff handbook
- Provide relevant training and development opportunities identified through the appraisal process.
- Undertake regular staff meetings.
- Ensure all staff members are given opportunity to participate in planned meetings.
- Provide all staff with Health and safety training
- Ensure that all staff are aware of the policies and procedures of Daisy Chain and adhere to them at all times.
- Where an employee is taking strong medication that may affect their ability to care for children, this should be disclosed to management and medical advice should be sought. The employee will only work directly with children if the medical advice is that the medication is unlikely to impair their ability to look after the children. This will be reviewed with management and where appropriate alternative duties will be allocated.

- All staff/ volunteers are not permitted to work if under the influence of alcohol and or any other substances that may affect their ability to care for children and failure to observe this policy will result in disciplinary action.
- At the end of the staff member's employment an exit interview will take place.

### **Staff Ratios**

Children will be supervised at all times, and we will meet the requirements for adult/child ratios as set out in the Early Years Foundation Stage Statutory Requirements (EYFS 2014)

- Children aged 2 -3 = 1:4
- Children aged 3-4 =1:8

Where a Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another suitable level 6 qualification is working directly with the children:

- There must be at least one member of staff for every 13 children; and
- At least one other member of staff must hold a full and relevant level 3 qualification

There will be at least 2 adults on duty at any time when the children are present.

We will ensure that the manager and deputy hold a full and relevant level 3 qualification and that at least 50% of staff hold a full and relevant level 2 childcare qualification in line with the requirements of the EYFS. All staff will be expected to undertake training and Continuous Professional Development, for some senior staff this may include qualifying to graduate level.

Staff, volunteers and students under the age of 17 will not count towards the ratio and will be supervised at all times.

For information regarding the probation period please refer to the 'Recruitment' policy.

### **Where an allegation is made against a staff member (please refer to Safeguarding policy)**

#### **Volunteers**

Daisy Chain recognises the wealth of knowledge and expertise that volunteers can bring to our provision and therefore we welcome all volunteers and parent helpers.

- Volunteers can offer help on a casual or regular basis; it could be help for a trip out or an extra pair of hands on a special occasion such as a party, or as an expert to support our activities.
- Volunteers will be given full information and guidance on their role and responsibilities.
- We will ensure that regular volunteers satisfy checks made upon them and any volunteer that does not have a satisfactory DBS cleared will not be able to volunteer.
- Regular volunteers will sign in on the daily register; casual volunteers will sign in the visitor's book.
- Regular volunteers will be counted in the provision's child: staff ratio however we shall ensure there are at least two qualified members of staff working with them.
- Volunteers will be treated and respected as part of the team.
- Volunteers will abide by the childcare providers rules regarding the running of the provision.
- Volunteers will read the provisions policies and procedures and sign that they have done so.
- Volunteer's opinions will be valued, and their input greatly appreciated at each session.
- Training may be offered to volunteers.
- All volunteers will be subject to the vetting and barring criteria.

### **Student Placement**

Daisy Chain recognises that the quality and variety of work which goes on in early years provision makes an ideal place for students as part of courses in 'childcare and education' and 'teaching'.

We aim to provide an environment that students on placement will (under the guidance of a skilled staff team) experience examples of quality practice. When a student is on placement the following standards are adhered to by Daisy Chain at all times;

- Students under the age of 17 will not be counted in ratios and will be supervised by a senior member of staff at all times
- We require students on qualification courses to meet the 'suitable person' requirements of Ofsted and have DBS checks carried out
- Students aged 17 and over who are undertaking a long term placement who hold a current Paediatric First Aid certificate, may be included in ratios only when the manager is satisfied that they are competent enough to be unsupervised.
- The needs of the children are paramount. Students will not be admitted in numbers that hinder the essential work of the provision.
- The students must be confirmed by their tutor as being engaged in a bona fide childcare course, which provides necessary background understanding of children's development and activities.
- We will provide the student with full information about the role and responsibilities within the setting during their time with us and provide an induction with a strong focus on elements of the safeguarding, mobile phone, camera, health and safety, confidentiality and whistle blowing policy.
- Students required to conduct 'child studies' will obtain written permission from parents of the child to be studied
- Any information gained by the students about the children, families or other adults in the setting must remain confidential. It is paramount that students read the confidentiality policy before starting.
- We will ensure students are known and introduced to parents / carers in the first few days of placement
- All staff and students are portrayed as good role models for the children within our setting; therefore a good standard of personal hygiene must be upheld. It is essential that hair is clean and tidy; hands must be washed after using the toilet and handling food. Body odour is kept in check through regular washing and use of deodorant. Smart and clean appearance is essential. (This will save embarrassing conversations)
- Management will ensure that students use appropriate language with children
- The student will be provided with a staff mentor, who is a senior member of the team.
- Management will liaise regularly with the school/college and provide feedback on the placement.

If the staff mentor has any concerns regarding the student's behaviour or conduct, this must be reported to the manager. The manager's judgment will be used to decide if the school/college or university should be contacted.

## Supervisions

In accordance with the Statutory Framework for the Early Years Foundation Stage 2014, staff supervision is a requirement under section 3.21.

Daisy Chain recognises the need for regular and effective supervision of its staff to ensure;

- That individuals feel well supported and motivated in their work
- That quality services are delivered to service users
- That Daisy Chain Nursery can function effectively

This is an opportunity to review a staff's work program and monitor their progress identifying any training or gaps in skills to enhance their professional development.

During supervision, a staff member can be challenged supportively and constructively within agreed boundaries relating to issues in the workplace and working practices. It also offers a chance to ensure that a staff member's emotional wellbeing is considered giving an opportunity to 'offload' any concerns.

Supervisions will take place in a private, uninterrupted space in a working day. The manager will take notes and agreed actions will be recorded and followed up at the next supervision or at an agreed timescale as necessary. All recordings of discussions will be kept in staff's personal file.

Supervision is a period of one to one protected and structured time that focuses on the supervisee's needs, the manager's requirements and for the purpose of organisational accountability. Daisy Chain recognises that each staff member engaged in supervision will have their own style and approach; however an agenda is provided to ensure that all core items are covered.

### *Confidentiality*

There are two levels relating to the need to breach confidentiality within supervision. This is provided so that all individuals receiving supervision within their employment at Daisy Chain are clear about what can and cannot remain confidential within the supervision.

Issue	Possible breach of confidentiality
<ul style="list-style-type: none"> <li>• Behaviour or activity which brings Daisy Chain into disrepute</li> <li>• Harm to others</li> <li>• Illegal activity</li> <li>• Gross misconduct</li> <li>• Activities where child protection and vulnerable adults apply</li> </ul>	The manager may have a duty to report actions to appropriate public authorities
<ul style="list-style-type: none"> <li>• Activities which may lead to disciplinary</li> <li>• Actions relating to performance or capability</li> <li>• The information given by the supervisee will have significant impact on Daisy Chain</li> </ul>	The manager may need to involve personnel responsible and/or employment advice.

Every supervisory meeting will result in an agreed written record of what has been discussed and what actions should be taken next. Notes will be taken by the manager and then written up at a later date, or a handwritten record of the meeting will be completed as the meeting progresses. The record will include points for action with clear timescales and identified responsibilities. The supervisor and supervisee should agree on the content as an accurate record of the meeting, by both individuals signing and retaining a copy of the notes for future reference. All supervision notes will be stored securely in the individual staff members' folder.

Any instance that requires monitoring or clear action points in order to support the staff member will be recorded in the individuals monitoring book. This book is used as a diary of progression and evidences all professional development that has occurred as a result of observation or supervision/appraisal discussion.



### Using the Computer

Daisy Chain understands the importance of computer technology; therefore we promote and encourage this within the children's learning. We are also aware that using a computer comes with various dangers, particularly for young people.

#### *Using the computer and reducing the risk of computer related accidents*

- The computers in both rooms are situated next to an electrical socket to avoid trailing wires
- Sockets are not overloaded. Multi sockets are used instead of plug adapters
- Instructions and guidelines for using the computer are kept close by
- Food, drink and plants are kept away from the computer
- Regular checks are made on the computer (PAT Testing)
- The computer will only be moved when absolutely necessary; children will not move the computer.

#### *User Health and Safety continued*

- Children will not sit at the computer for extended periods of time
- The keyboard and mouse are situated directly in front of the user.
- The monitor is a reasonable distance away to avoid glare
- A large size font will be used whenever possible
- Adequate legroom is provided
- Purpose built child computer desks are used to ensure size and height are suitable for the age group using the equipment

#### **Manager use**

2 desktop computers are used in the office of the setting by the management. Staffs are able to access these computers where necessary with prior permission gained from the manager. Staff and management each hold a separate 'log in' on the computers. Staff must remember to log out of the system when they leave the computer.

Under no circumstances are children allowed to use this computer.

All computers in the setting are fitted with firewall that acts as an outbound data blocker to prevent the data being accessed by hackers or malicious websites and places a protective barrier between the internet and the PC's data files. The nursery manager subscribes to anti-virus software to ensure no penetration of the computers software.

Preventing children from being exposed to inappropriate material is considered to be a critical issue of child protection and is considered to be implicit in our duty of care. Therefore, any instance of a staff member deliberately attempting to access 'adult' or offensive material through the nursery computer system will be viewed as a serious offence, leading to summary dismissal of the offender and possible criminal prosecution.

E-Safety is an embedded part of the settings long-term plan to ensure that children have the adequate knowledge to keep themselves safe online. For further information regarding how the setting supports children with 'e-safety' please refer to the 'Safeguarding' policy.

### **Visitors**

Daisy Chain will ensure that names of all visitors on site are recorded for emergency, insurance and registration purposes.

- All visitors are valued for whatever reason, but the children are our priority and must come first.
- All visitors will be welcomed, and their enquiries dealt with as soon as possible.
- Children and parents are welcome to visit us prior to joining the setting.
- No visitor will be left alone with children or accompany children to the toilet.
- Whenever possible visitors should make an appointment with the manager beforehand to visit the setting.
- Visitors will be requested to sign in and out of the premises, giving their reason for the visit.
- The fire evacuation procedure and confidentiality policy will be explained to all visitors upon entry to the premises.

**NO VISITOR WILL BE ALLOWED TO ESCORT CHILDREN TO THE TOILET OR BE LEFT WITH A CHILD UNACCOMPANIED**

**ALL VISITORS ARE REMINDED THAT MOBILE PHONES ARE NOT PERMITTED IN THE SETTING DURING THE OPERATING HOURS OF 9AM-3PM)**

#### **If a visitor calls unannounced**

- Visitors will be shown to a comfortable area until someone is free to speak to them.
- We will ask for identification, and which person they wish to see and what the purpose of their visit is.
- If a visitor is unknown, they must not enter the building until satisfactory identification is given.
- If the visit is inconvenient, we will explain that we are busy and ask them if they would like to arrange a time when they can come back after the session.
- In all cases the visitors will need to sign the registration sheet and procedures will be explained
- We have the right to refuse entry to an individual if we are uncertain as to the purpose of the visit

**Unwanted visitors will be asked to leave. If visitors do not comply the police will be notified.**

## **Staff Wellbeing Policy**

At Daisy Chain we aim to make the workplace one that maintains and promotes the health and wellbeing of employees and want to provide a healthy, safe, and supportive working environment.

We are aware that the success of Daisy Chain depends to a great extent on the individual performance of each member of staff and this is often related to the health and general wellbeing of the individual. As a responsible employer, we recognise that our duty of care extends to mental health as well as physical health at work. Daisy Chain has implemented policies, which both protect its employees and makes clear the responsibilities that rest with each member of staff. Everyone retains primary responsibility of his/her own health and wellbeing. It is therefore up to us to take care of ourselves and to draw on the attention of the management, any aspect of the work, which is potentially damaging, whilst sharing responsibility for maintaining a healthy environment.

### **Health and Safety**

Daisy Chain has a health and safety policy, which sets out our position on health and safety at work and identifies the responsibilities of different groups or individuals within Daisy Chain. Risk assessment, emergency evacuation procedures, security, first aid, medicines in nursery, are all covered in the nurseries policies and staff handbook.

### **Smoking**

Daisy Chain recognises the rights of employees, pupils, and visitors to the nursery to a smoke free environment. No smoking is allowed anywhere on site. Staff wishing to smoke should do so off the school premises and should give due consideration to the impact of being observed smoking by nursery and school children and should aim to avoid this.

### **Catering**

The nursery kitchen facilitates a fridge, microwave and cooker which is available for all staff to use at break/mealtimes. Tea and coffee making facilities and light refreshments are provided, lunches are to be provided by the individual.

### **Harassment and bullying**

A complete and inclusive definition of harassment and bullying is difficult, but defining factors are that the behaviour is offensive or intimidating to the recipient and would be regarded as harassment by any reasonable person.

Common forms of harassment involve offensive conduct and behaviour directed at the persons gender, racial origin, disability, sexual orientation, age, religious conviction, or some other personal characteristic. It can also include the inappropriate use of physical or mental power, more commonly known as bullying.

Other less obvious but equally serious forms of harassment can occur when talking about colleagues. Expressions of opinion about colleagues, which can be viewed as harmful, malicious, or showing prejudice, are unacceptable anywhere in the nursery. Harassment and bullying of any kind are potentially damaging to physical and mental health not only to the person to whom it is directed but others, who are subjected to an unpleasant and often hostile atmosphere. The nursery's harassment and bullying policy set out our position regarding this issue. We recognise also, that complaints may be made mischievous or malicious, and such cases will be treated as a serious disciplinary matter.

### **Equal opportunities**

The nursery's aim to create conditions where all staff and students are treated with respect and are subjected to unfair discrimination in any aspect of the nursery life. Details can be found in the equal opportunities policy.

### **Management of sickness Absence**

The nursery absent procedure, outlined in the staff handbook, takes a positive approach to sickness management, ensuring that staff are treated in a fair and in appropriate manner. Staff are reminded that they have responsibility to colleagues, as absences create extra pressure on those staff working, thereby affecting their wellbeing.

### **Possible sources of pressure**

Potentially there are many aspects of both our working and personal lives that may place pressure on us. Whilst some degree of pressure can improve performance, each of us has a different ability to cope with it and this can fluctuate depending on our personal situation.

Some pressure is inherent in the very nature of the work we do and the size of the organisation. Each job within Daisy Chain Nursery carries with it a performance level that the employee is expected to meet.

When staff take up posts with additional responsibility, they must expect that with them comes extra pressure.

It is important that individuals attempt to pre-empt pressure and take steps themselves that avoid or reduce it before it becomes a problem. If, however, pressures increase beyond an individual's ability to cope, it can then become stress. Individuals suffering from stress can be affected emotionally (e.g., irritability, depression, anger); physically (raising blood pressure, tiredness, headaches); mentally (e.g., poor time keeping, accidents, erratic attendance).

### **What to do about it?**

If you feel the pressure of work is beginning to affect your health or performance, it is important to act early, especially if you cannot foresee it lightening soon. Whilst the nursery will try to be sensitive when external pressures are affecting a member or staff, it cannot usually play a role in dealing with those pressures but is committed to trying to eliminate or reduce the factors within the institution that may affect the health of the employees.

If you can identify any aspect of your working environment that is adding to your feeling of pressure, e.g., poor lighting, badly sited equipment, gossip about colleagues, these can sometimes be addressed quickly. If the pressure is caused by the nature of your work, the design of your job, or the organisational style, first think of a solution to your problem yourself, then discuss with the management. It may be possible to adjust in the short and long term, to ease the pressure, and this is much easier to accomplish if you have thought about possible solutions yourself.

Some work pressures are caused by being inadequately trained to do the job or having insufficient knowledge. If this is the case, you should raise the matter with the manager. The nursery has access to well-developed training systems to support you.

### **When things cannot be changed**

Some jobs are just more pressured at times than others, so if it is not possible to change the working practices, it is important to ensure that you are prepared as possible to cope with that pressure. As a publicly funded organisation, it is not always possible to get the resources or the environment we may wish, at the time we may wish, and that potentially adds to the pressure.

### **Preventative/supportive measures at an organisational level**

The nursery will

- Promote a culture of consultation, participation, and open communication throughout the nursery.
- Provide behaviour support training for staff.
- Provide trainees with a mentor when needed.
- Provide space where an employee can have some 'time out' if distressed.
- Make arrangements for religious observances wherever reasonable alongside normal duties.

- Implement initiatives designed to encourage staff to achieve a balance between their work and home lives, e.g., part time/job share posts.
- Monitor levels of absents due to stress.
- Endeavour to provide a pleasant, comfortable, and safe environment.
- Have clear systems inline management.
- Recognise the value of each individual's work.

### **Staff responsibility to one another**

- Express feelings in an acceptable manner to the appropriate people.
- Raise concerns in the correct forum, with a commitment to being part of the solution.
- Report to work in a fit state to carry out duties.
- Take advantages of training opportunities.
- Help maintain a pleasant, comfortable, and safe environment.
- Use facilities provided appropriately.

### **What you can do out of work**

Medical advice recommends:

- Eat healthily. Pressure can increase your requirements for certain vitamins.
- Exercise. Regular moderate exercise each day will help reduce levels of stress.
- Relax. It is important to set aside sometime each week to spend doing something you enjoy and keep to a balance between work and leisure.
- Stop smoking. It does not help even if you think it does.
- Watch your caffeine intake.
- Talk to friends and/or family about what/how you ae feeling.
- Enjoy a drink, if it is what you like to do, but be sensible.

It is important that all staff, volunteers and students read and understand Daisy Chains policies at induction and periodically thereafter, so that these are appropriately implemented and are evident in practice. All staff are expected to contribute to the review and updating of all policies and procedures in accordance with Daisy Chains review cycle

*I have read, retained and agree the policies set out by Daisy Chain Nursery and I am committed to support their implementation*

***Name***

***Signed***

***Date***

<i>Policy</i>	<i>Date of change</i>	<i>Name</i>	<i>Sign</i>	<i>Date signed</i>
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