



Policies & Procedures 2020

Amended 1st February 2020

Changelog:

Updated Safeguarding contact numbers

***Our policies are fundamental to ensuring we maintain the highest standards at all times.
Please take the time to read through the following policies to gain an understanding of
the procedures we put into practice.***

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1. Nappy Policy

Every child's nappy should be changed at 10.00am 1.00pm and 4.00pm however if a child needs. Changing in between these times they should be changed immediately.

When changing a child's nappy the following procedure should be followed:

- 1 Ensure you are aware of any special requirements/ allergies that the children may have e.g. no wet wipes
- 2 A pair of clean gloves should be worn for **each** nappy that is being changed
- 3 Ensure that all the materials are available e.g. cotton wool, nappy sacks, gloves etc.
- 4 Wash your hands
- 5 Put an apron on
- 6 Put your gloves on
- 7 Place the child on the changing bed
- 8 Take the wet/soiled nappy and place it in a nappy sack
- 9 Wipe the child with wet wipes if wet or soiled
- 10 Place the wet wipes in the nappy sack
- 11 Put a fresh nappy on the child
- 12 Put the gloves in the nappy sack and dispose of in the bin
- 13 Wipe the nappy changing bed down with anti-bacterial cleaner and a paper towel after each change
- 14 Wash your hands
- 15 At the end of each nappy changing session, the bin **must** be emptied

2. Toilet Training Policy

Toileting

- ✓ All children should be asked every hour if they need the toilet if still known to have accidents.
 - ✓ Personal hygiene i.e. hand washing should be encouraged
 - ✓ Children should be supervised at all times.
- ✓ Regular trips should be carried out to the bathroom, this may vary with what children are in, although children should always go to the bathroom to wash their hands before, all snacks and meals, promoting good basic hygiene

Toilet training

- To begin with children should be asked every 15 minutes - half an hour & taken to the bathroom to use toilet/potty. This may vary from child to child.
 - Children should not be asked to sit for longer than 5 minutes on the potty/toilet.
 - Children should never go for more than 1 hour without being asked if they need to go to the toilet
- If a child does have an accident, then their clothes will be placed in a nappy sack & a change of clothes placed on the child. If the accident is a soiled accident, then in some cases the underwear may be placed in the bin (eg Very runny)
 - NEVER, should a child be reprimanded for having an accident.
- If the child continues throughout the day to have accidents, a nappy will then be used, a fresh start will commence on following session they attend nursery.
- Toilet/Potty Training will be persistent for 2 weeks. If, after this period the child is still having continuous accidents & still unaware of needing the toilet/potty then the nursery will insist the child has a break, until the child is comfortable enough & the nursery staff feel the child is ready to try again.

3. Answering the door procedure

Recognised parents/carers

When a parent/carer attends the nursery to collect a child, they shall ring the doorbell, and say who it is. The person in question will come through to the hallway so staff can identify who the parent/carer is. If the staff are completely satisfied that the person is authorised access, they will allow them to enter the setting.

Unrecognised parents/carers/family members

When they attend the nursery to collect a child or wish to speak to a member of staff, they shall ring the doorbell, and say who it is. The person in question will come through to the hallway so staff can identify who the parent/carer is. If the person is unidentified, a staff member will open the door and find out who they are and what they want. If the unidentified person is here to collect a child a password may be given. The door will be closed and clarification from another member of staff or password is confirmed, before opening the door and allowing them into the setting.

Under no circumstances do staff members let any child leave the nursery if they are unsure of their identity. Anybody that staff are unsure of, must be kept at the door until management have been informed and they have confirmed that the child is being collected by some else and can provide the correct password.

if a parent or carer arrives to collect a child and it is deemed that they are intoxicated with either drugs or alcohol, the decision will be made by the manager to telephone the emergency contact number and make arrangements for the child to be collected by them. If the parent/carer becomes abusive or makes a nuisance of themselves, the police will be called as will social services. At all costs, the staff will feel a duty to keep themselves and the child safe - no hesitation will be made when calling the police.

4. Allegations Made Against a Member of Staff / Others within a Position of Trust

Childcare staff, because of their daily contact with children in a variety of situations are vulnerable to accusations of abuse. Staff should take care not to put themselves into situations that may lead to allegations being made against them. It is advisable that at all times, or when possible, do not be left alone with children. There should always be two staff members in view or hearing of children, when possible. CCTV is in place in all rooms and is monitored on a regular basis to check for any concerns that might arise whilst staff are alone with children. A log sheet is kept of these monitoring reviews and footage kept if an incident should arise. This reduces the risk of allegations being made solely against one staff member. At times when it is unavoidable for short periods but where it is avoidable then it is advised to protect both yourself and children at our setting.

When an allegation is made against a member of staff then the registered person/nursery manager must:

- ✓ Must make sure the child and staff are safe and well
- ✓ Refrain from questioning the child or others involved in the alleged incident
- ✓ Listen & re-assure the child if they talk about the alleged incident letting them know what you will have to do
- ✓ Record accurately what the child or others have said & share this with the investigating team as required.

- ✓ Contact your senior nominated officer (see list of senior nominated officers) for advice & guidance about the next steps, including informing parents/carers & managing the member of staff in their absence, contact the local authority designated officer (LADO).
 - ✓ Be prepared to attend a strategy meeting relating to the alleged incident

LADO is

Paula Williams, Child Protection Unit, Paderborn House, Bolton, BL1 1UA
 Tel: 01204 337474
paula.williams@bolton.gov.uk

Allegations against senior members of staff or Owner

If your allegation is against a senior member of staff or owner of Broad Oaks Nursery then you should contact LADO via the contact numbers above for advice.

5. Health & Safety Policy

The aim of this policy is to follow the regulations of the health and safety at work act 1974 and to ensure that all possible steps will be taken to ensure the health, safety and welfare of all persons using the premises.

- Children should be supervised at all times.
- No students or volunteers should be left unsupervised at any time.
 - No smoking on the premises.
 - No hot drinks in any room occupied by any children.
 - No inappropriate jewellery to be worn.
- Dress code to be smart and practical with sensible shoes at all times.
 - No running in the premises.
- Children should be encouraged to run outside in a safe play area.
- Members of staff are not allowed to take a child out of the nursery unless written consent has been obtained from the parent/carer of the named child or unless on a group outing.
 - All electrical sockets should be protected by safety plugs and should be no trailing wires.
 - Scissors or potentially dangerous objects should never be left within reach of children.
 - All cleaning materials/toilets cleaners should be locked away out of the reach of children.
 - Nuts, eg. Peanuts are not allowed in the nursery.
 - Only First aiders must administer medication to a child.
 - All fire exits should be clearly marked and free from obstructions.
 - All fire extinguishers should be clearly labelled.
 - A copy of the fire drill should be clearly visible at fire exits.
- Cleaning Rotas & procedures are in place for hygiene & safety. These are maintained at all times.

Staff Climbing / Carrying Equipment Up and Down Stairs Procedure

1. Only one item of equipment is to be taken upstairs by a member of staff at any one time.
2. Staff should ensure that the item they are carrying is not too heavy. If so to ask another member of staff for assistance.

3. Staff should always make another member of staff aware that they are leaving the ground floor and approximately how long they will be.
4. Staff shall ensure no children are behind the door when they re-enter ground floor playroom.

Staff ensure stairs are clear before they climb stairs or transport equipment.

6. Sleeping Policy

In accordance with the cot death society, the following instructions should be adhered to when placing a child to sleep in the nursery.

1. Children will sleep where they are most comfortable, this may be in a cot, on a mat, in their pram or on the couch. They must always have their own, clean bedding kept in their labelled bags
2. Remove any footwear & restrictive clothing
3. If in a cot, place the child to the foot of the cot position on their back
4. Place a blanket over the child
5. Only place the child in the cot when the room is at the correct temperature (between 18-21 Degrees Celsius)
6. Ensure that the child has their dummy/comforter if they have one. If the child goes to sleep drinking a bottle the child MUST be monitored until they have fallen asleep & the bottle removed from the cot.
7. A sleep check form will be filled out for every 10 minutes the child/children are asleep so we can monitor how long they sleep for.
8. Place children on mats head to toe & make sure they are not facing each other.
9. Children will wake in their own time; Practitioners are not to wake sleeping children unless they feel it necessary to do so.
10. Children will not be made to lie down; children should be given the independence to determine whether they feel they need a sleep or not. If a practitioner feels the child would benefit from a 'rest' this should be done in a way that the child in question agrees with.

7. Head Lice Policy

To try and stop the un-comfortableness of head lice spreading amongst the children and staff within our setting we try to adhere to the following procedure:

- If a child is found to have crawling head lice, then their parents/carers will be contacted and asked to collect them until their treated appropriately and is free from head lice. Letters will be sent to all parents/carers.
- If a child is found to have eggs in their hair then, when collected at the end of the day, parent/carer will be notified and asked to treat appropriately and informed that in the unfortunate event of them crawling then they will be asked to treat them again before returning to nursery.
- We may need to check through children's hair if problems with head lice persist, to stop the spreading once and for all. It is unfair for all the children to keep getting head lice unnecessarily and we must intervene in some instances that we feel a problem keeps recurring. This is considered both an invasion of privacy and also abuse according to some articles on this subject, but we feel it is none of the these, and it would be much worse for a child personally, socially and emotionally to keep getting head lice.

Even though head lice can seem a minor irritation, they can in fact become a very serious problem if not dealt with effectively.

8. Whistle Blowing Policy

Employees are often the first to realise that there may be something seriously wrong within the nursery.

However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues, the company or other agencies. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

Broad Oaks Nursery is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we expect employees, and others that we deal with, who have serious concerns about any aspect of the nursery to come forward and voice those concerns. It is recognised that most cases will have to proceed on a confidential basis.

The policy document makes it clear that you can do so without fear of victimisation, subsequent discrimination or disadvantage. This Whistle blowing policy is intended to encourage and enable employees to raise serious concerns within the nursery rather than overlooking a problem or "blowing the whistle" outside.

AIMS:

- Encourage you to feel confident in raising serious concerns and to question and act upon concerns about practice
 - Provide avenues for you to raise those concerns and receive feedback on any action taken
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied
- Reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made any disclosure in good faith.

There are existing procedures in place to enable you to lodge a grievance etc relating to your own employment. The Whistle blowing policy is intended to cover major concerns that fall outside the scope of other procedures.

These include:

- Conduct which is an offence or a breach of Law
 - Disclosures related to miscarriages of justice
- Health and safety risks, including risks to the public, children as well as other employees
 - Damage to the environment
 - The un-authorized use of company funds
 - Possible fraud and corruption – see note below
- Sexual or physical abuse of adults and children where referral under Child Protection procedures is not appropriate
 - Other unethical conduct

Procedure

How to raise a concern

As a first step, you should normally raise concerns with a Nursery Manager. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if you believe that senior management of the Nursery is involved you should look at the Safeguarding Board for the steps to take and read the Managing Allegations policy in this pack.

Concerns may be raised verbally or in writing. Staff who wish to make a written report are invited to use the following format;

The background and history of the concern (giving relevant dates)

The reason why you are particularly concerned about the situation.

The earlier you express the concern, the easier it is to take action.

Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern.

You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.

9. Outdoor and indoor active play policy

- Children will be encouraged to join in active outdoor play every day for fresh air and exercise at least once a day, where possible.
- Parents, staff and children will work together to develop awareness of physical exercise and how it benefits our all-round health. The nursery will provide challenging and stimulating activities and equipment both indoor and outdoor.
- Staff will enable children to extend their learning and all round development through experiences linked to the EYFS.
- Play equipment will be suitable for children's age and stage of development and regularly checked by staff for continued safety. In order for children to access outdoor play they must have outdoor clothing which parents will be asked to supply. Parents will also be asked to donate spare clothing for nursery children.
- We will keep parents up to date on active play at the nursery through hand-outs, newsletters, photos and children's secure online learning journals.
- Children will be involved in selecting new equipment to extend their learning.

Safety outdoors

- Outdoor area is checked every morning for safety, cleanliness and hazards.
- Outdoor play equipment closely monitored for safety.
- Children and staff are to wear suitable outdoor clothes i.e. sunhats, weather suits and suitable footwear. (Staff are responsible for providing their own suitable work clothes and footwear) 1 Polo-shirt is provided by nursery.
- Sun cream will be applied if necessary.
- First aid equipment is easily available.
- Water will be available for the children at all times.
- Children will be advised not to play near the steps to stop the occurrence of incidents.

Risk Assessments are in place for all outdoor equipment, including bikes, climbing frames etc.

10. Water Play Policy

Water can be very dangerous; staff have to be very vigilant when supervising water play.

- Only four children at a time to play in the water.
- Water play should be supervised at all times; children should NEVER Be left unattended.
- Aprons should be provided for the children to wear.
- No climbing on the stand.
- The water tray should be emptied immediately after use.

- Water should be clean.
- Water should never be hot or ice cold, only put tepid water in.
- The water tray should never be placed anywhere near an electrical socket.

11. Health Policy

In Broad Oaks we are committed to maintaining high standards of hygiene. The continued good health and wellbeing of the children is of primary importance to us. We will follow our health policy exactly at all times.

Implementation of the policy in Broad Oaks

The **senior management team** must:

Update and implement the latest Environmental Health Department and Health Authority requirements and recommendations relating to the premises, staff and children.

Appoint a suitably experienced named member of staff who is responsible for updating the policy and keeping a list of notifiable diseases.

Make sure that new members of staff, including students and volunteers, receive copies employment handbook or Manual, and that this is discussed with them during their induction meeting.

Negotiate with any persons or agencies employed to carry out cleaning.

Establish a cleaning routine for all areas within the premises.

Ensure that the premises are clean and tidy before the children arrive.

Establish a rota for cleaning equipment both large and small, furniture, toys, etc.

Provide protective clothing, such as plastic or disposable gloves and aprons.

Provide hygienic, but safe, cleaning materials for emergencies spillage's/accidents/water/vomit

Wash dressing up clothes/display drapes/tableware/blankets/other bedding/curtains regularly.

Provide sufficient and suitable hand washing and drying facilities.

Provide an adequate selection of clothing to change children who have had accidents of any description.

Provide tissues, disposable nappies, flannels, towels for sole use.

Provide cups, plates, bowls, and cutlery.

Provide an area where bins have lids and rubbish can be stored safely and hygienically.

Ensure that soiled nappies are placed in sealed bags before they are put into bins.

Actively promote good health and hygiene practice through notices/posters/signs/leaflets.

Invite visiting speakers, nurses, dentists to talk to children and carers about healthy life styles.

Staff to follow our stress policy.

Staff to follow our Noise policy.

Hygiene

We observe good practice in matters of hygiene at all times.

We encourage babies and toddlers to use potties and toilet seats correctly and safely and ensure they are kept clean and fit for the purpose.

We encourage children to use the toilet correctly.

We check that toilets are clean, hygienic and flushed regularly.

We encourage children to wash their hands regularly, especially before handling food, after using the toilet, handling animals, plants and insects, or playing in messy or dirty areas, particularly out of doors.

We encourage children to blow their noses into tissues and dispose of these correctly.

We encourage children to place their hands over their mouths when they cough or sneeze.

We teach children to respect the cultural differences that influence people's different attitudes to hygiene.

We wipe surfaces and tables between activities.

We teach children hygiene awareness through planned and spontaneous discussion, routines, planned activities and topics.

Handling food

We offer staff who are involved in the preparation and handling of food appropriate training to comply with local environmental health department guidance and regulations.

We monitor and assess food preparation and handling procedures regularly.

We display rotas and staff responsibilities clearly.

We keep food preparation areas clean and hygienic.

We do not allow unsupervised children to enter the kitchen, food preparation areas.

We encourage children to eat a healthy and well-balanced diet.

First Aid

First Aid Boxes are clearly posted, identifiable and accessible to all staff.

From May 2014, all members of staff are qualified in paediatric first aid and are able to administer first aid as and when needed.

First Aid boxes are replenished regularly.

We only use supplies in sealed packages.

We always use disposable gloves.

We provide suitable bins for the disposal of soiled materials.

In the case of a serious emergency we will call an ambulance. If a member of staff's car has to be used it will be covered by the correct insurance and have seat belts. A second member of staff will always accompany the child.

We will inform parents immediately if an accident occurs and the child has to be taken to seek medical advice.

We hold permission from all parents which includes the following information:

Child's name

Date of birth

Parents' names

Emergency contact details

Details of past and present medical conditions

Allergies

Parental wishes

Consent signature of a parent to allow staff to make decisions regarding the child's welfare if the parents cannot be contacted.

Sick children and medicine

We make every effort to keep abreast of new information relating too infectious, notifiable and communicable diseases and local health issues.

We isolate a child if we feel that other children or staff are at risk.

We contact parents to take children home if they are feeling unwell, being sick have diarrhoea, have had an accident, may have an infectious disease.

We ring emergency contact numbers if the parent or carer cannot be reached.

We make every effort to care for the child in a sympathetic, caring and sensitive manner.

We respect the parents' right to confidentiality.

We keep other parents informed about any infectious diseases that occur in Broad Oaks.

We expect parents to inform Broad Oaks if their child is suffering from any illness or disease that may put others at risk.

We will *not* administer non-prescription medicines to children. Any medicine, before being signed into nursery, should be checked that it has the correct child's name on it, the date of expiry and instructions of dosage and time intervals of dosage. The date on the medicine must match the current illness, and the parent should be asked to sign written permission for the child to be administered with the medication stating the correct dosage to be given, the time to be given at and when the child last had the medication outside of nursery. If a child is unwell in the parent's absence, they will be contacted and asked to collect their child, if there are any delays then the nursery staff member will contact the parent again and request instructions of how to deal with their child. This conversation will be witnessed and recorded for the parent to sign on arrival at nursery

We administer life-saving prescription medicines for asthma, diabetes, epilepsy with written permission. We keep a record of how much and how often a child needs his or her medication.

We store medicines out of the reach of children.

Any staff bringing in medicines must inform the manager and medicines must be stored in the storage cupboard in the toddler area or fridge.

We have a member of staff who is trained in the Understanding of safe handling of medication.

Animals

Any animals or pets on the premises will be free from disease.

They will have regular health checks.

They will be cared for in a humane manner.

They will be cleaned out regularly.

They will have suitable and adequate housing, water, food, exercise and care routines.

Their food bowls and litter trays will be cleaned regularly and will not be accessible to the children.

We supervise the children at all times when they are handling animals.

We teach the children to be caring, gentle and sensitive to animals and to be aware of their habits and behaviour patterns. We ask children to wash their hands after handling animals or their equipment.

We clean up any area fouled by animals immediately.

We keep parents informed about any animals on the premises.

We expect parents to inform us if they find their child has an allergy to any of the pets in Broad Oaks Nursery.

12. Procedure for Dealing with Racial Harassment

Introduction

We have the duty to create and implement strategies in nursery to prevent and address racism. Such strategies include:

- That nursery records all racist incidents.
- That all recorded incidents are reported to the children's parents/guardians, and when appropriate to the registering authority.

Parents have a right to know when racism occurs and what actions the nursery will take to tackle it.

In the Race Relations Act 1976 Section 71 there is a statement of the duty to 'promote harmony and good relations' between different groups in society. We have a statutory responsibility to monitor, review and eliminate racial discrimination.

Definition of racial harassment

'Violence which may be verbal or physical and which includes attacks on property and people because of their race, nationality, ethnic origins – when the victim believes that the perpetrator was acting on racial grounds and/or there is evidence of racism' – (Commission for Racial Equality).

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

Examples of racial harassment

- Physical assault against a person or group of people.
- Derogatory name calling, insults and racial jokes.
 - Racist graffiti and other written insults.
- Provocative behaviour such as wearing racist badges and insignia and the distribution of racist literature.
 - Threats against a person or group of people of their colour and race.
- Discrimination comment including ridicule made in the course of discussions in class or elsewhere.
 - Patronising words or actions.

Procedure

1. All staff in the nursery should be constantly aware of any racial harassment taking place.
2. They must intervene firmly and quickly to prevent all forms of racial harassment. Any allegations should be taken seriously and reported to the Manager.
3. Each incident should be investigated and recorded in detail as accurately as possible. This record should be available for inspection by staff, inspectors and parents where appropriate, on request. The Managers are responsible for ensuring that incidents are handled appropriately and sensitivity and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initial may be used in the record book as information on individuals is confidential to the nursery.

4. Where an allegation is substantiated following an investigation, the parents of pupil/s who are perpetrators and victims should be informed of the incident and of the outcome.
5. Continued racial harassment may lead to exclusion but such steps should only be taken when other strategies have failed to modify behaviour.
6. Adults found to be perpetrators must be reported immediately to the Managers.
Racial harassment needs to be recorded to:
 - Develop strategies to prevent future incidents
 - Identify patterns of behaviour
 - Identify persistent offenders
 - Monitor the effectiveness of nursery policies
- Provide a secure information base to enable nursery to respond to comments about racial incidents.

Nursery Staff

All staff should be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of racial distinctions that pupils or adults may express in nursery.

An atmosphere must be created where the victims of any form of racial harassment have confidence to report such behaviour and that subsequently they feel positively supported by the staff of the nursery.

It is obligatory that all members of staff ensure that they do not express any views or comments that are racist. Nor must staff appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. A sensitive and informed approach must be used to counter any racial harassment perpetrated out of ignorance.

When a member of staff violates this nursery code of practice he/she will be counselled by the Manager. It will be explained to them why the behaviour is unacceptable and what steps will be taken to remedy the situation. At this stage it will be made clear that the content of the discussion will not be used as evidence in warning at which point the member of staff will be advised of their right to have a witness present. From this point the normal disciplinary codes of practice for employees of the nursery will come into effect.

13. Staff sickness and return to work policy

When a member of staff takes time from work this procedure should be followed:

Contact Numbers:

Broad Oaks at CPA house – 01204 792242

Georgina Thornley – 07929030110

- In the event of sickness or absence the member of staff should telephone and speak to Georgina or Faye at the following times:

The latest a member of staff should ring in sick depends on the time you are due to start work. We require at **least** an hour's notice to arrange cover. If your shift is due to start at 7.30am or 8am you will need to contact Georgina's mobile or leave a message, if the call is not answered. For afternoon shift workers, please contact us at the earliest opportunity, ideally in the morning, so we can arrange cover.

To resume work after sickness

- The member of staff should telephone nursery and speak to Georgina or Faye no later than 4.00pm, if they want to return to work the following day. Failure to do so will result in you being counted sick for the following day and your shift being covered.
- If you come into work without informing us that you want to resume work you will be sent home.

Returning to work

Following any sickness period, staff will receive a return to work interview by their manager. Strict documentation is adhered to and staff must sign a period of sickness. It is deemed unacceptable for staff to have more than 4 periods of sickness in a twelve-month period. Once a member of staff has more than 4 separate periods of sickness a management meeting will take place to determine if further advice needs to be sought regarding the suitability of the post for the member of staff. If necessary an occupational health physician will be sought, and a medical take place. If after medical advice it is deemed the member of staff cannot perform their duties to an acceptable level, arrangements will be made to working conditions to alleviate any problems.

Taking sick leave

Employees only need a fit note from a doctor after 7 days off work sick and have the right to use their statutory holiday entitlement during their sickness.

Fit notes and proof of sickness

Employees must give their employer a doctor's 'fit note' (formerly 'sick note') if they're off sick for more than 7 days. Hospital doctors or GPs provide them. They can charge a fee if a fit note is asked for before the 7th day.

The fit note will say the employee is either 'not fit for work' or 'may be fit for work'.

If it says the employee 'may be fit for work', employers should discuss any changes that might help the employee return to work (eg different hours or tasks). The employee must be treated as 'not fit for work' if there's no agreement on these changes.

Employers can take a copy of the fit note; the employee should keep the original.

Self-Certification

Employers can also ask employees to fill in a form when they return to work to confirm they've been off sick for up to 7 days. This is called 'self-certification'. Employers usually provide their own version of this form.

Sick leave and holiday

Statutory holiday entitlement is built up (accrued) while an employee is off work sick (no matter how long they're off).

Any statutory holiday entitlement that isn't used because of illness can be carried over into the next leave year.

Employees can choose to take holiday instead of sick leave. For example, because they don't qualify for sick pay. Also, if an employee is ill just before or during their leave, they can take it as sick leave and take the missed leave at a later date.

Sick pay instead of holiday pay

When an employee changes their holiday to sick leave they're paid Statutory Sick Pay which will count towards the amount of holiday pay they've received. The exceptions to this rule are:

- they don't qualify for Statutory Sick Pay
- they were off work sick and being paid 'occupational sick pay'

Returning to work

Employers should make changes to an employee's working conditions if they become disabled because of their sickness. These changes are known as 'reasonable adjustments' and could include working shorter hours or adapting equipment employees use at work.

Long-term sickness

Employees who are off work sick for more than 4 weeks may be considered long-term sick. As a last resort, employers can dismiss an employee who is long-term sick, but before they can do this, employers:

- must consider if an employee can return to work - eg working flexibly or part-time, doing different or less stressful work (with training if necessary)
- must consult with employees about when they could return to work and if their health will improve

An employee can take their case to an employment tribunal if they think they've been unfairly dismissed.

14. Stress Policy

A certain amount of stress may help us to perform tasks to the best of our abilities but excessive stress for long periods can cause tiredness, anxiety & various physical symptoms & health problems. Some factors which may increase stress levels are:

- Information Overload
 - Fast pace of change

- Hard to keep knowledge up to date
 - Fear of computers
 - Feeling of 'being watched'
- Working in poor or cramped conditions
- Lack of communication whom we work with including manager
 - Overworking
- Concern about the risk of injury or illness
 - Job security

The symptoms that may appear:

- Panic attacks
 - Tearful
 - Feeling overwhelmed
- Unable to cope with changes
- Poor, lack of or broken sleep pattern
 - Eating difficulties/disorders

At Broad Oaks we can help to reduce stress levels by considering the causes & taking appropriate action, such as:

- Looking at your job role & responsibilities
 - Improving working conditions
- Improving communication & providing support

You may also be able to decrease your stress levels by:

- Changing your lifestyle
- Improving your fitness
- Relaxing & taking time out

Always remember, if you feel stressed please speak to a member of management so that they can assess this

15. Noise Policy

Noise is produced by people & equipment such as radios, computers, printers & toys. This can cause a nuisance to others & also stress. Where noise is very loud, it may cause hearing damage or loss of hearing.

Other factors may include:

- Communication Difficulties

- Distraction
- Affecting of Safety

Everyone at Broad Oaks has a responsibility for noise & controlling it. This may include:

- The layout of the room & where people are positioned
- Controlling the time that we are exposed to noise
- Set plans between rooms, for example, Good communication between staff & following room routines but also being flexible with times
- Staff should not shout to other staff members or children across the room, they should walk over to speak to them appropriately
- To gain children's attention, staff should use an appropriate tone depending on the level of noise.
- Children and staff should be able to rest in areas of quiet if they wish to, inside and outside, of which are provided by Broad Oaks.

16. Suitable Person Policy

All adults working in Broad Oaks Nursery are committed to providing high-quality care for the children. Our primary concern is the safety and welfare of the children and every member of staff is suitable for his or her role and responsibilities.

Employees have relevant qualifications to care for young children and there is an ongoing programme of training to ensure that an appropriate standard of care is maintained.

Implementation of the policy in Broad Oaks Nursery

The senior **management team** must ensure that:

Parents are aware of the policy for recruiting suitable persons to work in Broad Oaks.

All the adults who care for the children understand all the Welfare Requirements.

Any adults providing care have childcare qualifications and experience relevant to their roles within Broad Oaks Nursery.

Staff are offered support to further their qualifications and to develop their skills, knowledge and expertise in childcare. This will include drawing up and implementing an action plan to develop the skill base of staff.

The safety and welfare of the children are paramount when staff are recruited, and when students and volunteers are accepted to work in Broad Oaks Nursery. Adults employed to work in Broad

Oaks Nursery are vetted for their suitability to work with children in accordance with the statutory requirements.

Any volunteers under the age of 16 are not required to have a DBS check, although they would be supervised at all times & will shadow a Room Leader during their time with us. This includes all visitors, suppliers and entertainers. Students and volunteers working in Broad Oaks Nursery will be supervised at all times.

All adults working in Broad Oaks Nursery are physically and mentally fit to care for children. The care provided for the children in Broad Oaks Nursery is consistent, safe and meets the particular needs of individuals.

The Registered Person

Holds a relevant childcare qualification NVQ3/NNEB which enables him or her to carry out the role competently.

Has at least 4 years' experience in caring for children.

Is responsible for the everyday management of Broad Oaks Nursery and meets the requirements of Statutory Requirements.

Ensures that all staff, students and volunteers are aware of the code of conduct for Broad Oaks Nursery and that they behave in accordance with it.

Recruiting suitable staff

Recruitment:

When recruiting suitable staff, we advertise the position(s) in the Job Centre & on other recruitment websites.

We draw up a job description, which details the role and responsibilities of the post, as well as the qualifications and experience required. This information is made available to prospective applicants, along with an application form and details about our setting.

We ask applicants to complete an application form, giving details of their qualifications, and experience, in childcare. References will be requested.

We hold interviews for applicants who provide an impressive written application, and acceptable references a trial work day will be a part of the interview process.

We ask applicants who are called for interview to provide the original certificate(s) of their relevant qualifications, not photocopies.

Successful applicants shall be required to attend an induction day which will involve safeguarding training level 1, opportunity to read Nursery policies and understand and the company handbook.

17. Visits and Outings Policy

As part of our curriculum the children are taken for walks, visits etc. Off the premises and permission will be sought for your child to be included in such outings. We at Broad Oaks actively encourage the children to take an interest in their environment i.e. wild bird spotting, squirrel and hedgehog watch etc. The children will also be taken on visits to the local railway station with talks about how many trains they can see, where they are going. The children will also take part on local nature walks which will be organised with professional guidance.

- A staff member shall inform you in advance of any visits or outings involving the transportation of children away from the nursery
- The nursery will inform parents whether a nursery vehicle, private passenger vehicle or public transport will be used

When taking a child on such a trip, outing or special event, the nursery will;

- Secure individual written consent slips signed by a parent
- Advise parents of the time and place the visit will take place
- Advise parents on the equipment needed for the trip i.e. coats, rucksack, packed lunch etc.
- The ratio for staff to children depends on the age group and will be advised at the time
- Will also complete a risk assessment
- Plan a route

The staff members will:

- Divide the children into small groups
- Take a register with them
- Take a first aid kit
- Take a contact numbers
- And anything else that is deemed necessary for the comfort of the trip
- The staff members will contact the nursery on arrival and just before departure
- All children will wear a badge with the contact number of the nursery
- The register will be taken before setting off, on arrival, half way through the visit, before departure, and again on arrival back at the nursery.

18. Redundancy Policy

This policy sets out the Employer's approach to dealing with potential redundancies. It does not form part of employees' terms and conditions of employment and may be subject to change at the discretion of management.

Although the Employer's policy is to avoid redundancies wherever possible, the needs of the business may from time to time require a reduction in the overall number of staff employed or organisational changes that result in some employees being made redundant.

Where this is necessary, the Employer will ensure that:

- the total number of redundancies made is kept to a minimum;
- employees and, where appropriate, their representatives are fully consulted on any proposals and their implementation;
- selection for redundancy is based on clear criteria that will, as far as possible, be objectively and fairly applied;
- Every effort is made to redeploy or find alternative work for employees selected for redundancy; and support and advice is provided to employees selected for redundancy to help them find suitable work when their employment has come to an end.

Consultation

1. Where there are existing employee representatives

Employees will be informed of concerns regarding necessary redundancies due to a downturn in business and considerable reduction in nursery income. Consultations will be carried out with individual employees as appropriate.

Voluntary redundancy

In order to minimise the need for compulsory redundancies, the Employer may consider requests from employees for voluntary redundancies. Whether or not additional payments will be offered in relation to voluntary redundancies will be a matter for consultation and will depend on the circumstances.

The Employer reserves the right at its absolute discretion to decline requests for voluntary redundancy.

Redundancy selection

The criteria used in selecting employees for redundancy will depend on the existing circumstances and the particular needs of the Employer at the time. However, every effort will be made to construct a fair and robust set of criteria following appropriate consultations.

Individual employees who are provisionally selected for redundancy following the application of the criteria will be informed of the fact and invited to a meeting, at which they will be given an opportunity to make representations that the application of the criteria results in unfairness to them or if they feel that there has been a mistake in the application of the criteria.

Alternative work

The Employer will make every effort to re-deploy to suitable alternative work any employee who is selected for redundancy. Such employees will be informed of all the available vacancies in the organisation at the time of their selection and will be given an opportunity to discuss with their employer which vacancies are likely to be suitable for them. While priority will be given wherever possible to employees under threat of redundancy, the Employer reserves the right to select the best available candidate in relation to any given vacancy.

Employees have a separate legal entitlement to be offered any suitable alternative work that is available if they are made redundant while on maternity leave.

Time off work

An employee under notice of redundancy will be entitled to a week payment in lieu of notice to look for alternative work, attend interviews, etc. This gives employee's opportunity to search for new employment.

Termination of employment

Employees with two or more years' service may be entitled to a statutory redundancy payment. The amount of this payment will be confirmed when the employee is selected for redundancy and the sum will be paid along with the employee's final salary payment or payment in lieu of notice.

Selecting employees for redundancy

Employers should consult affected employees over this issue regarding the selection criteria. They should try wherever possible to use objective criteria, precisely defined and capable of being applied in an independent way. This is to ensure that they are not selected unfairly.

The chosen criteria must be consistently applied and be objective, fair and consistent. Basing any selection on skills or qualification will help to keep a balanced workforce appropriate to the organisation's future needs. Employers should also establish an appeals procedure.

Examples of such criteria:

- attendance record (you should ensure this is fully accurate and that reasons for and extent of absence are known)
 - disciplinary record (you should ensure this is fully accurate)
 - skills or experience
 - standard of work performance
 - Aptitude for work.

Formal qualifications and advance skills should be considered, but not in isolation.

Redundancy payments

Employees may be entitled to redundancy payments if they have been continuously employed for at least 2 years and are dismissed due to one of the following possible reasons for redundancy:

- closure of a business
- closure of the employee's workplace
- a diminishing need for employees to do the available work.

Redundancy notice

Employees who are selected for redundancy must be given a notice period before their employment ends. The statutory notice periods are:

- at least one week's notice if the employee has been employed between one month and two years
 - one week's notice for each year of employment between two years and 12 years
 - 12 weeks' notice for someone who has been employed for 12 or more years.

Special Consideration for Employees

Introduction

We recognise that certain employees such as young persons, new and expectant mothers and persons having a disability require special consideration under the management of health and safety at work regulations 1992. The health and safety policy should have regard to such persons both at the commencement of employment and during the course of it. The following procedure is therefore set down to achieve this aim.

Procedure

Any employee requiring special consideration will be assessed by the manager on induction to the nursery or when their condition or disablement comes to light. The risk assessment relating to the occupation of such workers will be considered at these times and special measures such as training and supervision, arrangements, modifications, and medical surveillance if necessary will be agreed upon with the worker.

Further assessments and reviews will be carried out at appropriate intervals.

19. CPA House - Building Policy

Broad Oaks nursery is situated within CPA house on Bolton road, owned by David Baber. Broad Oaks nursery rents the ground floor of the property and has private access to the 'upper' garden. Once the parent/carer has picked the child up from the nursery main door, it is then the parent/carer's responsibility for the wellbeing and safety of the child.

Car Parking

On entry to the property via car, there is access to the buildings' car park situated at the back of the building. This is where all visitors and parents should park when visiting the nursery building. The front car park is for the use of the owners to each company within the building and disabled visitors only.

Entry to the building

The front door is automatically locked from the inside when visitors leave the premises. To access the building, the specific bell must be rung to communicate with the correct company. When accessing Broad Oak's the bell is rang and a member of staff will buzz the person through, depending on whether they have provided a recognisable name. When the person has been let in the main door, they have to wait within the hallway, shared by the building, before being let in through Broad Oaks' main door. Once the person is through, a member of staff will let them into Broad Oaks if they recognise them, otherwise confirmation is made by another member of staff or a password is stated. **(For more information please see the 'answering the door procedure')**

Stairs

The back stairs are used by CPA staff during a fire evacuation, who are situated on the first floor of the building. We have ensured the children's safety by installing a removable gate so that children cannot gain access to these stairs whilst eating or going out to play. We also ensure that when neither of these facilities are in use, one of the interior doors to access the stairwell is locked by a practitioner using the thumb turn lock. Access to the above office is monitored by the CPA secretary and no strangers are allowed to enter.

(for more information, please see 'fire procedures')

Lower Floor Office

The Office is situated on the lower ground floor of the building and is also rented by Broad Oaks. This is also the Management office and Staff room. It is also another quiet area for children to access at certain times and has toilet facilities available. This should not be accessed without permission by any other company at CPA House.

The Gardens

At the rear of the building there is a large garden area. This has been divided into two sections, this gives the children a secure play area in one half. The other half is a through way from the rear car park to the entrance of the building, which contains a smoking shelter. On occasion the Pre-School children will use this area to promote physical skills such as riding bikes. The two gates that allow access to this area are locked whilst the children are playing. The areas are checked before the children can access the area to play. In addition, the smoking shelter is there for all staff to use if they wish, however the staff at Broad Oaks should comply with the 'No Smoking Policy' also.

20. Equipment Policy

In Broad Oaks Nursery we provide the children with furniture, equipment, toys and resources that meet the teaching and learning needs appropriate to their age, as well as their social, physical, emotional, educational, spiritual and cultural needs and development.

The Senior Management Team must ensure that:

- New members of staff, including students and volunteers, receive copies of the equipment policy or manual, and that this is discussed with them during their induction meeting.

Resources

- All our resources meet the appropriate safety standards and regulations, any toys of concern to be taken immediately out of reach of children and reported to a member of management.

- All our resources are appropriate for the children's age and stage of development including babies and children under 2.
 - Small sequins and glitter are found to be inappropriate for children under 3 years.
- All our resources are clean and well maintained. Toys must be sterilised every month and if a child has a contagious infection, the toys he/she has played with should be sterilised immediately as to not cross contaminate with any other child to spread infection.
 - Resources are clearly labelled and stored in a safe and tidy way.
- Resources are made accessible to the children so that they are able to make free choices and work or play independently. In addition, children are taught and encouraged to tidy away resources after each play activity.
- We choose resources, such as books and toys, which promote positive images of all races, cultures, social backgrounds and abilities and promote this within our roles as practitioners.
 - We discourage any toys or types of play that promote discrimination, including gender stereotypes
 - We offer resources that provide experiences to help language development.
- We supply resources that offer emotional comfort and support to babies and children under 2, as well as to less-confident older children.
 - We provide enough toys to give children a varied and stimulating range of resources, promoting imagination, fun and flexibility, and encouraging open-ended activities.

Furniture

- We provide enough furniture to create a comfortable and relaxed environment for all the children and adults.
- All new furniture that we purchase takes into account the age, size, height, physical ability and accessibility of all the children.
 - Furniture is kept clean and well maintained and meets all the safety standards.
- All furniture that is not in use is stored safely, not stacked in any way that puts children or staff at risk.
 - Furniture should never create an obstruction to emergency exits.

Other resources

- Tools and equipment such as scissors, staplers, hammers or nails are stored and labelled and children are taught how to handle them correctly and safely.
- Children are encouraged to collect and save clean and safe recycled household and natural materials to use again.
 - Recycled resources are clearly labelled and stored appropriately.

Babies and children under 2

The above policy applies to and meets the requirements of babies and children under the age of 2.

21. Physical Environment Policy

In Broad Oaks we are committed to providing a welcoming and caring environment that provides for the children's safety and wellbeing and supports them in their development and learning. We believe that the organisation and layout of the environment should enable children to be active, and involved in social and individual play activities experiences inside and outside.

Implementation of the policy in Broad Oaks

It is the responsibility of senior management team:

- To take positive steps to establish a welcoming and friendly environment for children and parents.
- To provide a safe, secure and supportive environment for the children's care, health and wellbeing, as well as their development and learning.
 - To provide both indoor and outdoor play activities and experiences.
- To ensure that all parents and children, including those with disabilities, have easy access to the premises.
- To ensure that all aspects of planning, design and building observe local control requirements.
- To implement specific local control requirements with regards to health and safety, planning and building requirements, provision of equipment and the use of staff.

Space within Broad Oaks

- We provide appropriate space for children, including those with special needs and disabilities, to move freely and safely around Broad Oaks. At present the outdoor area is inaccessible for wheelchair users to use alone, however, procedures are in place for the staff to support those children/staff and are able to guide them outdoors with help. In addition, disabled children/staff are able to go on outings to alternative outdoor spaces.
- We organise the space to allow a wide range of play experiences, including whole-group activities.

Toilet facilities

- We provide appropriate and sufficient toilets and washing facilities (one toilet and wash hand basin for every 10 children) for the number of children in Broad Oaks, as well as separate toilet facilities for adults and disabled children and staff. We ensure that facilities are clean and hygienic at all times and are also fully stocked at the beginning of each day.
 - We provide appropriate space and facilities to encourage children to be independent and to understand personal hygiene and routines.

Kitchen facilities

- We provide three healthy meals throughout the day: breakfast, lunch and dinner. In addition, we provide a healthy snack for each child in the toddler and preschool rooms in the afternoon, and in the morning within the baby room.
- We ensure that kitchen facilities comply with environmental health and food safety regulations.
- We identify specific procedures for the safety of the children relating to the kitchen facilities, including risk assessment and supervision.
- To inform staff within the nursery, a list of staff and children's dietary requirements are posted within the kitchen premises to ensure each requirement is met.

Premises

- We provide defined rest areas appropriate for the children's needs, as well as separate rest/break facilities for the staff away from the children.

- We ensure that all areas of the building are clean, and well maintained at all times. At the end of each day, staff share the cleaning requirements equally and each chore is signed off, once completed, with management authorisation.
- We ensure that there is at least one working telephone on the premises to contact outside assistance, as well as to receive incoming calls.
 - We have efficient systems for contacting parents, support services and other agencies.
- We ensure that all the children have easy access to drinking water, toilet facilities and eating facilities to support children's healthy growth and development.
- We provide an environment that reflects the children's development and learning and has relevance for local cultures, religions and communities.
 - We ensure that the premises are well lit and have natural light to promote healthy growth and development.
- We ensure that the premises are kept at a comfortable temperature throughout the year. The baby room is also monitored in accordance to the required temperature of 16 degrees centigrade, and when possible fresh air is filtered throughout.
- We ensure that the premises, of which are rented, are for the sole use of Broad Oaks when the children are there. Being a multi-storey building, it is the ground floor that is owned by Broad Oaks, including a shared entrance to the building. The building is safe and secure from other users within the building, for more information, please see the **CPA house building policy**.
- We provide safe storage facilities for all types of equipment: care and hygiene facilities, and play and learning equipment.
 - We provide an area of privacy where parents, staff and other agencies can speak confidentially.

Indoor provision

- We create defined areas for different play activities, thus supporting the children in all areas of learning in the Foundation Stage.
 - We use the available space creatively and flexibly to provide opportunities for the children's imaginative play, movement and large-scale play activities.
 - We provide opportunities for both floor play and table activities.
- We create opportunities for children to access equipment and materials independently, and choose for themselves, by using low-level open-storage shelves and boxes.
 - We encourage the children to care for their environment by making some cleaning equipment (brushes, dustpans, cloths) available for them to access and use independently to clean and tidy up play areas.

Outdoor provision

- We offer regular opportunities for children to play in a natural environment outside.
- We have daily opportunities for children to play outside, providing open space where they can run, as well as using or other play equipment.
 - We ensure that there are areas of shade and shelter to ensure children are protected from the elements. In addition, providing a closed, partially private area for the children to rest.
- We use the outdoor environment to offer a wide range of learning opportunities for investigation and exploration, thus developing all areas of learning in the Foundation Stage.

Display

- We create a rich and stimulating environment by using visual and interactive displays yet not over stimulating and chaotic.
- We provide display areas for children's own work, including pictures, drawings, writing and models in which the children can reflect on past work and self-evaluate.
- We ensure that displays are informative, and relevant to all persons, supporting equality and diversity within the local community.

Babies and children under 2

To meet the specific care needs of babies and children under 2, we have a separate base area for babies.

- This area includes designated sections for:

nappy changing

feeding

playing

sleeping.

- We ensure that all health and hygiene measures, and all safety and security measures, apply to the above areas.
 - We have play spaces available for both mobile and non-mobile children.
- We provide an area that offers an appropriately stimulating play and sensory environment for babies by using colours, textures, light, sounds and movement.
- We provide appropriate play and sensory toys and materials (including both natural and manufactured materials) for babies to explore and handle.
- We provide comfortable seating for staff to enable them to hold and feed babies appropriately, and with care.

We also encourage babies to develop their social interaction with older children:

- We use appropriate play or routine activities to introduce babies and children under 2 to older children.
- We consider the individual needs and stage of development of babies and children under 2 when supporting their interaction with older children.

We make sure that parents are aware of Broad Oaks care and transition plans and strategies for integrating the babies with older children.

22. Student Placement Policy

This policy represents the agreed principles for Student placement throughout the Nursery. All Nursery staff, representing Broad Oaks Nursery have agreed this policy. We recognise that the quality and variety of work, which goes on in a nursery, makes it an ideal place for student on placement from school and college child care courses as well as those on the diploma in nursery school practice. Students are welcomed into the nursery on the following conditions:

- The needs of the children are paramount.
 - Students will not be admitted in numbers which hinder the essential work of the nursery.
- Students required to carry out child studies will obtain written permission from the parents of the child to be studied.
- Students must be confirmed by their tutor as being engaged in a bona fide child care course, which provides necessary background understanding of children's development and activities.
- Any more information gained by the students about the children, families or other adults in the nursery school must remain confidential. Records of information will be held at the nursery.
 - Students will never be left unattended with children.
- Unless registered as a fit person, a student will not have unrestricted access to children. If for any reason the staff, children or parents are unhappy with a student then it will be necessary for he or she to leave immediately.
- Staff/ students under the age of 17 cannot count towards the ratio and should be supervised at all times.
- Individuals aged 17 and over who are on a long term placement may be included in the ratios if the provider is satisfied they are competent and responsible.

Student's Policy

- The nursery welcomes the chance to encourage training. We accept student placements and recognise this as an opportunity to examine and revise our own practice. We will accept 3 students at a time. We do however accept small groups or occasional placements when researched or studies are being carried out that will be of benefit to the child care.
- All students on placement must adhere to the same codes of conduct as permanent staff and also applies to time keeping and dress codes. Students are attached to a senior member of staff who supervises their work and explains the safety and fire requirements. All students are encouraged to contribute full to the nursery routine and to spend some time in each area. Students must not be left alone with children and they should only be allowed to change nappies when supervised providing they have been police checked.

23. Recruitment and Selection Policy

Aim - To set out the minimum requirements of a recruitment process that will:

- Attract and select the best possible applicants to vacancies
- Deter, identify and reject prospective applicants who are unsuitable for work with children or young people
- Meet statutory requirements of the Equality Act 2010
- Treat all applicants fairly and clearly.

Recruitment and Selection Procedures

At Broad Oaks Nursery we are vigilant in our recruitment procedures. We follow this procedure every time we recruit a new staff member to our team.

Identification of recruiting panel

- We have a minimum of two people on our recruiting panel. The same two people are involved in every step of the process.
- At least one member of the panel will have attended training in safe recruitment procedures.

Advertising

- We use the Universal Job Match job vacancy service to advertise vacancies and sometimes use local newspapers and websites.
- All our adverts include a 'recruitment and selection policy statement' which gives details of our equal opportunities policy and safe recruitment procedures. For example, "Broad Oaks Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All applicants are subject to a satisfactory enhanced check by the Disclosure and Barring Service (previously the Criminal Records Bureau) and at least two independent references".

Job application pack / recruitment materials

- Any person enquiring about the post will be supplied with a job application pack which as a minimum, will include:
 - Job description and person specification
 - An application form / An outline of the selection process
 - A copy of our recruitment and selection policy
- All applicants must complete, in full, an application form. CV's will not be accepted.

Short-listing

- We shortlist all candidates against the person specification for the post.
- We ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of their marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation.

Interview stage

- Interviews will always be face to face.
- A minimum of two people, usually the manager and the deputy, will sit on the interview panel. Both will be involved in the overall decision making.
- At the interview, each candidate will be required to prove their identity against photo ID (for example a passport, birth certificate or driving licence) and also produce documents to prove they are eligible to work in the UK.
- At the interview, candidates will be questioned using the same set criteria and same questions. The questions will be formulated from the essential criteria listed in the person specification and specific areas of childcare.
- Candidates will be given a score for their answers
- Candidates will always be required
 - to explain satisfactorily any gaps in employment
 - to explain satisfactorily any anomalies or discrepancies in the information available
 - to declare any information that is likely to appear on a DBS disclosure
 - to demonstrate their capacity to safeguard and protect the welfare of children and young people
- Each shortlisted candidate will be asked to take part in a practical exercise which will involve spending time in the nursery interacting with the children, staff and where appropriate, the parents.
- The manager and deputy will then select the most suitable person for this position based on these scores and their knowledge and understanding of the early year's framework as well as the needs of the nursery

- Each candidate will receive communication from the nursery stating whether they have been successful or not.
- We need to see actual certificates of qualification and need to be prepared to participate in a work trial.

Employment checks

- The successful candidate will be offered the position subject to at least two references from previous employment or in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences.
- Referees will be sought directly from the referee. References or testimonials provided by the candidate will never be accepted.
- Referees will always be asked specific questions about
 - the candidate's suitability for working with children and young people
 - any disciplinary warnings, including time expired warnings that relate to the safeguarding of children
 - the candidate's suitability for the new post
- The successful candidate will be subject to an enhanced DBS check (Disclosure and Barring Service) previously known as a CRB check (Criminal Records Bureau) prior to starting work.
 - Any visitors, volunteers, workmen or outside agency staff, will not have **unsupervised** access to any children in the setting before the DBS check comes back and a decision is made about that person's suitability. In addition, they will not take photographs of children, will not have access to any child's records and learning & development information and will not change the nappy of any child.
- All qualifications will be checked against actual certificates and copies taken for their personnel files.

Induction

- For all new staff, a clearly written and structured induction programme is in place that includes training, shadowing and opportunities to read and discuss policies and procedures.
- The induction plan sets out what new staff members will cover before beginning work and throughout the 3-month induction period.
- All new staff will be allocated a buddy / mentor who will introduce them to the way in which the setting operates.

Throughout the induction period, all new staff members will have regular formal supervision 1:1 meetings with the manager and their mentor to discuss how it's going and identify any further training and development needs.

24. Parent Partnership Policy

We believe that in order for children to receive quality care and early learning that suits their individual needs, parents and staff need to work together in a close partnership. The two-way sharing of information is key to this. The Nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding.

As parents you are the central adults in your child's life and the ones making decisions on their behalf. We will endeavour to work closely with you in order to carry out your wishes for your child wherever we can. It is therefore important that we have an excellent communication system in place.

We appreciate that as a working parent you will be in a rush to go to work in the mornings and in the evenings you may well be tired and need to leave as quickly as possible, so we like to use a daily book/sheet to aid with daily communications. We will complete these each day and include information about what your child has eaten, sleeping times, activities, achievements etc.

Each child is allocated a key person and they will be available for you to speak to on a daily basis to exchange information and to discuss any concerns or issues. A secondary key person system is in place to provide cover when the main key person is not available

We use an online learning journal system that parents can log into at any time to view. This is a great method of communicating with parents and parents are able to add their own observations from out of nursery.

Our policy is to:

Recognise and support parents as their child's first and most important educators, and to welcome them into the life of the Nursery.

Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.

Operate an 'open door' policy and welcome all parents into the Nursery at any time.

Make parents aware of the Nursery's systems and policies. A detailed parent prospectus is provided and our full policy documents are available.

Provide guidance, advice and resources to support home learning.

Display general information on our parent notice board in the entrance area.

Find out the needs and expectations of parents. These will be obtained through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices.

Provide a written contract between the parent(s) and the Nursery regarding conditions of acceptance and arrangements for payment.

Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so.

25. Admissions Policy

The staff at Broad Oaks Nursery aim to offer Equal Opportunities to all prospective parents and children with regard to admissions.

When interest is shown in the Nursery then the following procedure takes place:

1. The Nursery prospectus is offered to any interested party.
2. Parents are invited to the Nursery. A tour of the Nursery is given and parents are shown all facilities available to them and their child.
3. Lists are checked for availability. If the desired sessions are not available, then names are put on a waiting list if required.

4. To apply for a place a completed and returned application form is required. This returned application form either secures a place in the nursery or on the waiting list, depending on availability.
5. Before any initial start date is determined, a series of introductory visits are offered to both parent and child. At this point the child will be assigned a key person and registration forms will be completed ready for the child's start at Nursery.

We feel it is very important that both parent and child are made to feel as welcome and secure as possible in order to ensure a happy and enjoyable time at Broad Oaks Nursery.

26. Settling In Policy

We want children to feel safe, stimulated and happy in the Nursery and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's wellbeing and their role as active partners with us.

We aim to make Broad Oaks Nursery a welcome place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

- When a child starts to attend the Nursery we use a variety of ways to provide the parents with information. These include written information (including our prospectus and policies), regular newsletters, displays about Nursery activities, information days and evenings and individual meetings with parents.
- During the period before a child is enrolled, we provide opportunities for the child and his/her parents to visit the Nursery.
- When a child starts to attend, we work with his/her parents to decide on the best way to help the child to settle into the Nursery.
- We allocate a key person to each child and his/her family, before she/he starts to attend; the key person welcomes and looks after the child and his/her parents during the settling in period, and throughout his/her time at the Nursery to ensure the family has a familiar contact person to assist with the settling in process.
- We use pre-start visits and introductory sessions over a couple of weeks. We welcome the parent to stay with the child initially until the parent feels comfortable about leaving their child. Settling in visits and introductory sessions are vital to a smooth transition and to ensure good communication and information sharing between staff and parents.
- We will reassure parents whose children are taking a long time to settle into the Nursery.

27. Special Education Needs Policy

Policy Statement

Broad Oaks Nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop their full potential alongside each other through positive experiences.

The Nursery is committed to working with any child who has a specific need and/or disability to allow every child to have full access and entitlement to all areas of the curriculum and to make full use of the Nursery's facilities.

It is paramount to us that we have as much information about a child's condition and the way that this may affect his/her early learning or care needs. We do this by:

- Liaising with the child's parents

- Liaising with any professional agencies and receiving relevant training
 - Reading reports that have been made
- Attending review meetings with the local authority/professionals
- Regularly monitoring observations which have been carried out on the child's development.

Our Special Education Needs Co-ordinator (SENCO) is Georgina Thornley. The key persons along with the SENCO will identify and plan for each child's individual learning requirements and provide appropriate additional support for children with additional educational needs (SEN) in order to allow them to make the best possible progress.

The role of the SENCO is to work alongside key persons and parents to identify any particular learning needs for children with additional needs or disabilities. By working alongside other professionals and parents the SENCO will develop effective strategies to meet their needs by setting achievable targets in order to aid with development and progression.

Broad Oaks Nursery will allow children with special educational needs to fully participate in all the activities of the Nursery by providing additional support, adapting activities and environments and by using specialist equipment as appropriate. We will adhere to the requirements of the Disability Discrimination Act, and make reasonable adjustments where appropriate.

For children with existing additional educational needs, disabilities or health problems when starting Nursery, the key person will note these and work closely with parents to ascertain best approaches to meeting the child's need(s).

If a key person believes a child has additional needs, the following action will be taken:

- The key person will gather information through observations on the child and pass them on to the SENCO .
- The SENCO will consult with the child's parent or carer, explaining that there is a cause for concern, ascertain the parent's view and make suggestions on how parents can help at home. In addition, parents' permission will be sought for getting help and advice from outside agencies.
- The key person will provide additional help, using different resources and methods, to better meet the needs of the child. SEN recording system will be used to keep a record of what has been put in place and if the child is meeting these. Progress is reviewed every 3 months between the SENCO, parents and outside agencies.
- In line with Early Years Action and Early Years Action Plus, planned review meetings will be undertaken and advice sought from all parties involved.
 - We will use a continual system of planning, implementing, monitoring, evaluating and reviewing Individual Education Plans (IEPs)
- If the SENCO believes a more specialist assessment and support would benefit the child, the Nursery will consult with the parents, and with their approval, contact appropriate outside educational and/or health agencies to ask for their support.
- We will also provide resources (human via extra staff and financial via funding) to implement our Special Education Needs Policy effectively.

New Settings

When a child with special educational needs moves from the Nursery to another setting/school, the Nursery will ensure that copies of reports and other paperwork are passed to the new setting/school to ensure that they are fully aware of the child's needs, and of the support that has been provided to date. Furthermore, the SENCO will meet with the setting/school if required.

If you would like to view this Code of Practice, please ask Office staff for a digital copy of our DfE Code of Practice.

Multi-Agency Collaboration

- The SENCo Liaises with other supportive agencies to develop good working relationships
 - We gather information on relevant contacts and services to share with parents
- We try to achieve a good relationship for information sharing, collaborating and understanding with other professionals in order to take into account the complete needs of that child.

28. Arrival & Departure Policy

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

There are no set rules on how to see a child into Nursery as each child will respond to a different greeting. It is important to make the Nursery feel as welcoming and secure as possible. A child should be seen right into the Nursery and the care of the child passed to the child's key person, who will record their attendance on the daily register. Whenever possible, encourage parents to involve their child in an activity before leaving. Parents should be seen out of the room. Either way, the child and parent should not be left to fend for themselves. Whoever drops the child off should be asked if there is any change to the normal routine, i.e. how the child is, who is picking up. Any specific information provided by the parents should be recorded.

Departures are very much the same. A parent should be brought into the Nursery to see their child playing. Children should not be 'whisked' away from their activity as soon as the doorbell rings. The child and parent should be seen right out of the room after chatting about the child's day, handing out any pictures etc. A child will only be allowed to leave Nursery with the person whom it has been agreed will collect them. If in any doubt, ring the child's parents to check. On departure, the child register must be immediately marked to show that the child has left the premises.

In the event of an emergency where the parent is unable to collect the child at the end of the session, an agreed procedure will be followed to identify the nominated person: A password system will be put in place whereby the nominated person is able to provide the password, which has been agreed between parent and Nursery staff in advance. In addition, a description of the nominated person's appearance will be taken.

Anyone visiting the Nursery should be welcomed in a warm and friendly way. Names should be used wherever possible and eye contact made (if a child, then bend down to make them feel less threatened). Always maintain good eye contact and smile appropriately, maintain positive body language, encourage children and parents to talk, and when they do, listen to what they say and be aware of any language constraints, and respond positively and promptly.

For arrivals and departures of visitors the visitors' book must be completed on entry and exit. Please refer to the Visitors Policy for further information.

29. CCTV Policy

Introduction

Broad Oaks Nursery is securely monitored by a CCTV surveillance system. The Nursery Manager is responsible for the operation of the system for ensuring compliance with this policy.

Purpose of CCTV

CCTV has been installed to assist in ensuring a safe and secure environment for the benefit of children in our care, staff, parents/carers and visitors. These purposes will be achieved by monitoring the system to:

- Ensure high standards of care are maintained
- Assist in the overall security of individuals, premises and equipment
- Act as an effective deterrent against criminal activity, such as vandalism
- Facilitate the identification of any incident which might necessitate disciplinary action being taken against a staff member and assist in providing evidence to the Nursery Manager
 - Increase learning opportunities for staff

CCTV System

Cameras will be located both internally at strategic points, essentially:

- Within each play area/room

Signs will be prominently displayed in key locations to indicate that a CCTV monitoring system is operating. Although every effort has been made to ensure maximum effectiveness of the system, it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.

Recording

Digital recordings are made using a digital video recorder operating in real mode, monitoring the site continuously 24 hours a day.

Images will normally be retained for between four and six weeks from the date of recording and they will then be automatically overwritten.

Access to Images

Viewing of recorded images of CCTV will be restricted to Nursery Management within the office, and also to those staff who need to have access in accordance with the purposes of the system.

Data in Protection Act 1998

The CCTV system has been registered in accordance with the Data Protection Act.

30. Complaints Policy

At Broad Oaks Nursery we encourage parents and carers to share any concerns they may have regarding the running of the setting as soon as a problem or issue arises. In this respect we believe that dealing with a complaint at an early stage is the best way to prevent a problem from escalating.

We would rather know about problems at an early stage so that we can investigate and put into place any necessary adjustments and improvements.

The aims of this policy are:

- to set out the procedures to be used for making a complaint to the provision, either verbally or in writing
 - to establish the procedures to be followed by the provision when dealing with a complaint
 - to set out the procedures to be used when a complaint has been made directly to Ofsted about the provision
- We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Complaints Procedure

1. All concerns and complaints will be dealt with courteously and promptly.
2. Confidentiality of those concerned in the complaint (adults and children) will be maintained, with only those who 'need to know' being aware of their identity.
3. Parents will be given a clear procedure as to how to complain which usually involves:
 - a. talking to the child's key person about their concern in the first instance, or
 - b. talking to their manager if the concerns are about the key person, and
 - c. agreeing a course of action.
4. If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then the parent should put the complaint in writing to the proprietors. An investigation will be conducted and the parents kept informed. We would look at resolving the concern and agree a course of action with the parent.
5. Written complaints are investigated and the outcome reported back to the complainant within 28 days.
6. Verbal complaints will also be addressed and resolved promptly to reach a satisfactory outcome for both the complainant and the Nursery.
7. At any time Ofsted can be contacted however, should the complaint not be resolved following the above, then the parent has the option to take the matter to Ofsted's complaints department: Piccadilly Gate, Store Street, Manchester M1 2WD, Tel 0300 123 4666.
8. Any complaint received from Ofsted will be dealt with accordingly within the time-frame set by Ofsted and written records will be kept of all investigations and outcomes. Where appropriate we will agree the appropriate course of action with Ofsted.
9. Written records of complaints will include the date of the complaint, how it was made, the details of the complaint itself, who the complainant was, the EYFS requirement to which it relates, how the complaint was dealt with and by whom, actions proposed or taken, whether the record has been shared with the complainant and when, and they must be signed and dated by the staff member who completed the record.

10. A record of complaints will be kept in the Nursery. Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

11. Parents or carers with sensory disabilities or special communication needs will be given the appropriate assistance to be able to understand the complaints procedure and register a complaint if they so wish.

31. Comfort Items Policy

It is the policy of Broad Oaks Nursery to make the children's surroundings as homely and comfortable as possible. Some of our children can spend as much as 50 hours a week here so it is imperative that they feel 'at home.'

As well as making the furnishings as bright, clean and comfortable as we can, we also understand the need for children to be able to access familiar, or much loved toys or items.

We have many resources from puzzles to soft toys that are character based (e.g. Toy Story, Frozen etc.) and are popular with the children.

The use of a dummy/pacifier is allowed. If the parent/carer wishes their child to use one, we would be grateful if they could be labelled and a 'spare' be provided in case it gets mislaid during the course of the day. We also welcome the use of comfort items such as blankets, cardigans, teddy bears.

Unfortunately, we actively discourage children from bringing toys into Nursery. In our experience children tend to become very possessive over their toys, which can cause disagreements. Children become upset if they cannot find their toy in the setting; it gets broken or taken home by another child. Please could you therefore help us by not bringing your child's toy into Nursery; alternatively encourage your child to leave the toy in the entrance area.

32. Curriculum Policy

Statement of Intent

At Broad Oaks Nursery we set out to support all children attending the Nursery to attain their maximum potential within their individual capabilities.

Our aim at Broad Oaks Nursery is to provide a relevant, broad and balanced curriculum to meet the needs of all children. We view all aspects of learning and development equally and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop tailor-made activities based on systematic observations and assessment of each child's achievements and abilities, needs and interests and learning styles, which aid in informing future planning. By identifying a child's next steps/outcomes, we are able to plan relevant and motivating learning experiences for each child, taking into consideration identified needs and areas for development.

We offer, both indoors and outdoors, a range of activities (both child and adult led), opportunities and experiences that will support and extend own knowledge, skills, understanding and confidence and promote independence. These will be delivered by staff who are fully conversant with the curriculum requirements.

A personalised record (learning journey) of each child's development is maintained for the duration of their time with us. This record shows the child's abilities, progress, interests and areas needing further staff or parental assistance. We acknowledge that children learn in different ways and at different rates and plan for this accordingly.

We acknowledge parents as primary educators and encourage parental involvement as outlined in our Parent Partnership Policy. We build strong home links in order to enhance and extend children's learning both within the Nursery environment and in the child's home.

Principles

While developing a curriculum appropriate to the child/ren, we adhere to the following principles:

- Each child will feel included, secure and valued.
- No child will be excluded or disadvantaged because of ethnicity, culture, home language, family background, special educational needs, gender or ability.
 - Experiences offered to the children will build on their own knowledge.
 - Staff will encourage a positive attitude and disposition to learn.
 - Staff will emphasise the process not the product.
 - Children will be allowed time to become engrossed, work in depth and complete activities.
 - Appropriate intervention by staff will engage children and help extend their learning.
- The learning environment will provide the structure for children to explore, experience, plan and make decisions for themselves, enabling them to learn, develop and make good progress.

Learning and Development

We are strongly committed to supporting every child's learning and development by offering a good balance of child initiated and adult led activities, a wide range of opportunities and experiences.

We work to the principles of the Early Years Foundation Stage (EYFS) regulatory framework, following seven areas of learning and development; three prime and four specific:

Prime:

Personal, social and emotional development

Communication and language

Physical development

Specific:

Literacy

Mathematics

Understanding the world

Expressive Arts and Design

We support each child through each stage of their learning and development. This is done through careful planning around children's interests and their individual needs, using on-going observational assessment as well as information from their families.

We recognise that children develop and learn in different ways and at different rates, and that all areas of learning are equally important and interconnected.

Planning

Our planning is worked out by following children's interests which are determined by reviewing general observations made on each child. We plan activities which enable children to gain additional knowledge and progression. As well as activities being influenced by children's interests, we also have activities initiated by our nursery practitioners, for example, keeping with seasons, themes, events, festivals etc.

Observation

Staff continually observe the children, using their observations to inform the planning. We use the following methods:

Planned Observations: A member of staff observes the child playing independently or with another member of staff. This observation may be up to 10 minutes long and will include any language used.

Spontaneous Observations: Staff will note down a child's achievements and actions they may make whilst playing or interacting with them.

Staff will also use observations to find out the following about the children:

- What they know and understand
- What learning should take place next
- Their strengths and areas of development
- Their learning behaviours and play patterns
- Their attitudes, opinions and interests
 - Use of language
- If they have difficulties, to monitor progress and to identify obstacles to learning
- What experiences need to be enriched or repeated

Observations are recorded in each child's file/learning journey and we share them with the child's family regularly. We encourage the child's parents/carers to contribute to this file with information on their child and their experiences at home and outside the setting.

Other resources used to record a child's progress include photographs and art/craft work. Photographs and art work are used in displays throughout the Nursery and also within each child's learning journey.

Assessment

All information gathered on a child is assessed by the child's key person. They will evaluate how the child is progressing in the seven areas of learning and development and the information is recorded in the child's learning journey.

This includes:

- Provision for the different starting points from which children develop their learning; building on what they can already achieve.
 - Relevant and appropriate content that matches the different levels and needs.
- Planned activities that provide opportunities for both teaching and developing each child, both indoors and outdoors.
- Recognition that children develop at different rates - physically, intellectually, emotionally and socially. So all activities are age and stage appropriate to each individual child.

Assessment is used to plan further activities for the children to support them in developing on to the next stage.
Planning is for each individual child and uses their previous experiences and abilities.

Observation, assessment and planning is an on-going cycle for each child, aimed at supporting their individual development and learning across all seven areas.

For all children we complete a 2-year-old progress check in partnership with parents between 24 and 36 months. This short written summary provides parents with feedback on their child's development in the three prime learning and development areas of the EYFS:

Personal, social and emotional development; Physical development; and Communication and language.

Additional summative assessments are also conducted throughout the child's time at the Nursery, such as a baseline assessment upon starting, termly and transition assessments. As well as parents contributing to these assessments children too have the opportunity to contribute via a section named "the child's voice."

Play

We work to the EYFS and this is underpinned by learning through play.

We provide opportunities for children to play:

- indoors
- outdoors
- spontaneously and in child-initiated activities
 - in adult-led activities
- in challenging environments with or without support when required
 - intellectually
 - creatively
 - physically
 - socially and emotionally
 - quietly and reflectively
- energetically and boisterously
 - safely

We are aware that not all children are able to play spontaneously and some may need our support. Staff observe children playing and offer support if and when required. Play activities are planned that will extend the children's learning by providing challenges and the opportunity to explore, be active and creative, and think critically.

Play helps children to develop ideas and practice skills, express feelings and concerns, learn about rules and turn-taking, take risks and make mistakes in a safe environment, understand boundaries, and investigate and solve problems.

We believe that children's play is closely linked to each of the five outcomes for children: being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic wellbeing.

33. Equal Opportunities Statement

At Broad Oaks Nursery, we aim to offer equal opportunities to all our present and prospective parents/carers, children and staff. This means that we will not discriminate against, or make assumptions about anyone on the grounds of race, ethnicity, nationality, culture, religion, gender, disability, age, lifestyle or sexuality.

We are committed to being an equal opportunities employer and our policies and procedures are aimed at identifying and working for the elimination of discrimination and the promotion of good practice in all aspects of our work.

Broad Oaks Nursery will make any reasonable adjustment to ensure that the setting is accessible to children and families.

All staff are required to take every opportunity to further racial and religious harmony amongst themselves and for the children. They are also required to promote equality of access to the activities provided, and the children are encouraged to participate in activities equally. Staff will avoid stereotyping and labelling of behaviour.

The Nursery welcomes linguistic diversity and strives to provide learning experiences which develop both the first languages and English for bi-lingual and multi-lingual children. We also display positive images of people from diverse backgrounds through posters, books, displays and small world play.

Equal Opportunities Officer – Sarah McAfee

34. Promoting Diversity

We promote the values of democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs in the ways below:

- We provide opportunities for children to have a positive sense of themselves and confidence in their own abilities, for example through allowing them to take risks and talking with them about their experiences and learning.
- We give the children opportunities to develop enquiring minds in an atmosphere where questions are valued.
 - We encourage children to express their views and to stand up for themselves.
 - We promote the attitudes of collaboration, sharing and valuing others' views.
- We discuss the reasons for our rules and codes of behaviour with the children, and help them learn to distinguish right from wrong and understand that rules matter and apply to everyone.
- We encourage children to reflect on their similarities and differences, and provide opportunities for them to become aware of similarities and differences in people's ethnicity, culture and ability through discussions, visitors, stories and images.
 - We challenge stereotypes through discussions, stories and activities.
- We promote the principle that a child's understanding of the world should never be restricted by a particular view or ideology, so aim not to convey any beliefs. We speak respectfully about different ethnic and social groups and life styles, and will make every effort to ensure that the children's learning environment is free from stereotypes or expressions of discrimination or prejudice.
 - We challenge any behaviours that are not in line with these values.

35. Equality and Diversity Policy (Children)

Aims

- To ensure that all children feel secure, included and valued
- To ensure that no child is excluded or disadvantaged because of ethnicity, religion, culture, family background, disability, gender, home language, special educational needs or ability

Objectives

- Establish feelings of respect and trust with all children and their respective parents or carers
- Treat each child as an individual and provide equality of opportunity within the Nursery
 - Encourage self-confidence and a positive approach to learning in all children
 - Recognise that everyone is different and to embrace diversity

Operating Policy

When a child starts at the Nursery, the child's key person will have a discussion with the child and the parents about the child's ethnic, religious and cultural heritage and experiences at home, including any dietary requirements. Staff will then use this information when planning and carrying out activities within the Nursery to ensure that familiar experiences are used as starting points for learning.

The staff will carefully consider the need for equality of opportunity when planning activities and experiences. When necessary, they will modify activities or provide additional equipment or materials to ensure children are not excluded.

Early learning framework

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

We do this by:

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

Our commitment to equality of opportunity will be made evident on a day-to-day basis through:

- The provision of multicultural books, dressing-up clothes, toys and resources
 - Telling stories, listening to music and looking at pictures and videos from a range of cultures and religions
- Engaging children in activities and experiences that increase their awareness of different religions and cultures
- Making resources, such as dolls, dressing-up clothes, cars and tools available to all children, irrespective of gender
 - Encouraging role-play outside stereotypical roles

- Presenting visual images that show both sexes represented in a range of roles, traditional and non-traditional
- Using displays, resources and equipment that reflect the community in which the children live as well as the wider world
- Providing training for staff to ensure they avoid stereotypical comments such as 'Boys don't play with dolls' or 'Which little girl is going to be the nurse?'

Please refer also to the Equal Opportunities Statement.

Equal Opportunities Officer - Amana Khatoun

36. Inclusion Policy

This policy sets out key features to show our Nursery being considered an 'Inclusive Setting.'

- Activities are led by the interests and enthusiasms of each child who attends. Likes, dislikes and specific needs each child may have are considered.
- The person in charge has made time to build links with families/schools/services for disabled children by becoming directly involved with them as part of a commitment to give all local children and families a genuine choice to be part of the service.
- Staff have had attitudinal training around disability and other equality issues and continue to take part in training about inclusion.
- All staff are aware that attitudes, environments, structures and policies need attention in order that no child is disadvantaged.
- All staff have or are developing necessary skills to communicate effectively with each child, and encourage all children to develop ways of communication with each other.
- Each child has opportunities for formal and informal consultation so that they can express their views and opinions on sessions they take part in and on the setting as a whole, using whatever communication methods they choose.
 - Each parent/carer feels welcome and valued as an expert on their child, with a continuing key role in helping Nursery practitioners enable their child to take a full part in the setting.
 - The setting has a vision of what it wants to do; policies and procedures for how it does it; and a process of monitoring and evaluation to see how well it is doing it. This includes all who are involved in the setting in a process of continuing reflection on the development of inclusive policy and practice.

37. Anti-Bullying Policy (Children)

Broad Oaks Nursery we take bullying very seriously and always take firm, immediate action against it.

Children are encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong. Bullying takes many forms: It can be physical, verbal or emotional, but it is always a repeated behaviour that makes others feel uncomfortable or threatened.

We encourage children and staff to report any incidents of bullying.

Bullying is a deliberate, persistent attempt to hurt or humiliate someone. It can be physical, verbal or emotional – by either a single person or a ‘gang’.

We aim to positively discourage bullying by having a framework for antibullying behaviour:

- Encourage the caring and nurturing side of children
- Work for a caring, co-operative ethos (home-corner, paired or group work)
 - Discuss friendships
 - Ensure adequate supervision

We work with our parents to dissuade them from giving permission for bullying by saying things like “You must have done something to deserve it,” “Don’t be a wimp.” “Go and hit them back,” etc.

Procedure

In the case of a situation where bullying arises we follow the procedure below:

We show the children who have been bullied that we are able to listen to their concerns and act upon them.

We intervene to stop the child who is bullying from harming the other child or children.

We explain to the child doing the bullying why her/his behaviour is not acceptable.

We give reassurance to the child or children who have been bullied.

We help the child who has done the bullying to recognise the impact of their actions.

We make sure that children who bully receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour.

We do not label children who bully as ‘bullies.’

We recognise that children who bully may be experiencing bullying themselves, or be subject to abuse or other circumstance causing them to express their anger in negative ways towards others.

We recognise that children who bully are often unable to empathise with others and for this reason we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done. Empty apologies are just as hurtful to the bullied child as the original behaviour.

We discuss what has happened with the parents of the child who did the bullying and work out with them a plan for handling the child's behaviour.

We share what has happened with the parents of the child who has been bullied, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.

38. Healthy Eating Policy

Our aim is to provide children attending Broad Oaks Nursery with a healthy, well balanced diet with food that is nutritious, home cooked and well prepared.

Whist at Nursery we provide over the full day a balanced and healthy breakfast, lunch and tea since we recognise that a high quality diet is a vital part in the healthy growth and development of children.

In the setting we will ensure that:

- Staff have basic knowledge about childhood nutrition and the importance of diet in child development.
 - Meals, snacks and drinks provided are healthy, balanced and nutritious.
- Menus are planned in advance, rotated on a regular basis and reflect cultural diversity and variation. Menus are displayed in the entrance foyer for children and parents to view.
 - We offer both winter and summer menus to take account of seasonal fruits and vegetables.
- Large quantities of fat, sugar and salt and artificial additives, preservatives and colourings are avoided.
 - We consider a balance of proteins, carbohydrates, fibre etc. in all our menus.
 - Vegetables and fruits are offered daily. We adopt a policy of “5 a day” fruit and vegetables.
 - Quantities offered will take account of the ages of the children being catered for.
- Fresh drinking water is constantly available and accessible, and frequently offered to children and babies. Each child has their own personal drinking cup which contains fresh drinking water accessible at all times.
 - Milk or water will be served with all meals and snacks.
- Individual dietary requirements are respected. We will gather information from parents regarding their children’s dietary needs including any allergies. This information will be clearly displayed in the kitchen and dining areas in order for all staff to be aware. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child.
- Staff sit and eat with children, sampling the Nursery menu. As meal times are an important social occasion for children to look forward to, conversation is encouraged. Staff provide a good role model for healthy eating, encourage fine manipulative skills using cutlery and show good table manners. Children are encouraged to use their manners and say 'please' and 'thank you.'
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff will support children to make healthy choices and understand the need for healthy eating.
- We provide foods from the diet of each of the children’s cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits will be respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her first course, he/she will still be given a small helping of dessert. Children not on special diets will be encouraged to eat a small piece of everything.
 - Children still receive dessert if they refuse their main course.
 - Parents or guardians are advised if their child is not eating.
 - Advice is given to parents or guardians about healthy foods.
- We promote positive attitudes to healthy eating through play opportunities and discussions.
 - No child is ever left alone when eating/drinking to ensure that there is no risk of choking.

Food Hygiene

At Broad Oaks Nursery we understand that high standards of food hygiene are critical. Lapses in food hygiene can lead to outbreaks of food poisoning, which for small children can be very serious, even fatal. To ensure high standards of food safety we comply fully with all food hygiene and safety standards and regulations including The Food Hygiene (England) Regulations 2005. All staff are aware of their responsibilities under food hygiene legislation including registration with Oldham Council Environmental Health Department.

All staff responsible for the preparation and handling of food are properly trained, equipped and competent. The kitchen staff use the Safer Food Better Business Programme to ensure hygiene is of a high standard in the kitchen area. Care and kitchen staff have all received Food Safety training.

All food is stored, prepared, cooked and served in a hygienic and competent way in compliance with all food safety legislation and best practice.

In accordance with the EYFS we will notify Ofsted of any food poisoning affecting two or more children looked after on the premises.

39. Accident & Incident Policy

Should an accident occur within the Nursery to one of the children in our care, the following procedure will be implemented:

1. First Aid will be administered immediately by one of our qualified First Aiders.
2. If necessary the child will be sent to hospital by ambulance – accompanied by a Senior staff member who will stay with the child until the parent/guardian arrives. The staff member will have with them the child's registration forms containing details of the child's doctor and any allergies he/she may have.
3. The parent will be notified either a) immediately, if accident serious, b) when the child is collected, if not serious i.e. grazes etc.
4. The appropriate form will be completed with a detailed report of what happened and the action taken and signed by the staff member who witnessed the accident.
5. The parent will be asked to countersign the accident form upon collection of their child to acknowledge that they have been informed.
6. Any equipment responsible or damaged during the accident will be reported to the Manager/Deputy and closely inspected, repaired or discarded.
7. For a serious accident or injury, Ofsted and Social Services will be informed as soon as it reasonably and practically possible and within 14 days of the incident occurring.
Furthermore, RIDDOR guidelines will be appropriately followed, a copy of which is held in the kitchen.
8. If a child comes into the Nursery with an injury, the parent will be asked to fill in and sign existing injury form. This will prevent staff from mistaking any injuries that have happened at Nursery, with those that have happened elsewhere.

40. Illness Policy

It is the policy of Broad Oaks Nursery that children are kept safe at all times, and to this end we encourage and promote good health and hygiene for all children in our care.

We take necessary steps to prevent the spread of infection and take appropriate action when children are ill.

In this Nursery we realise that all children have minor illnesses, such as minor coughs and colds, from time to time that do not prevent them from attending. In these circumstances Nursery staff should allow children to attend.

The Nursery is also aware that some children have longer term illnesses and conditions that, while serious, do not affect their day to day life, and that living a "normal" life and attending early years' care is an important part of their coping with that illness. These cases will always be discussed with the parents/guardians at the enrolment stage and, if accepted at the Nursery, a suitable plan of care will be agreed which may involve the administration of medication.

If in the opinion of the Nursery staff the child is ill, then the parent/guardian will be contacted and requested to collect their child as soon as possible. In the case of diarrhoea and vomiting, the child must refrain from Nursery for 48 hours and be clear from all symptoms before returning. The staff must be convinced that the child has returned to good health before re-entering the Nursery.

For contagious illnesses, the child of course needs to be kept away from Nursery.

Procedure

If a child falls ill whilst at Nursery, the following procedure will be implemented:

1. The child will be looked after by a member of staff, and be given the appropriate care for the condition.
2. The child will be kept as separate as possible from the other children for his/her comfort and for obvious health and safety reasons.
3. The parent/carer will be informed. If they are not available, the emergency contact will be informed.
4. We will request that the child be collected as soon as possible from Nursery.
5. If treatment is provided parents will be informed upon collecting their child.

If a child arrives at the Nursery ill, the senior member of staff will take the decision as to whether the child is fit to attend or not. If not, the parent will be asked to take the child home.

In the case of any serious accidents, injury or death of child, Ofsted and Oldham Safeguarding Children Board will be notified within 14 days.

41. Infection and Communicable Diseases Policy

Broad Oaks Nursery is committed to the health and safety of all children.

Children's welfare is of utmost importance to us and preventing the spread of infections/germs is paramount.

As such, it will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In accordance with the Illness Policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

Parents/carers will be asked to keep their children at home if they have any infection so that the Nursery can alert other parents/carers if necessary, and make careful observations of any child who seems unwell.

Information regarding exclusion periods for the common communicable diseases and infections is attached - guidance from the Health Protection Agency.

In the case of diarrhoea and vomiting, the child must refrain from Nursery for 48 hours and be clear from all symptoms before returning to Nursery.

In the case of conjunctivitis, the parent will be asked to collect their child and seek medical advice. Upon receipt of eye drops, the child can return to Nursery.

Please refer also to the Illness Policy.

42. Allergy Policy

Policy Statement

At Broad Oaks Nursery we are aware that children can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are prevented and staff are fully aware of how to support a child who may experience an allergic reaction.

Procedure

- Information will be shared between the key person and the parent at the induction visits: This will include any details of allergies that the child has. All the information will be recorded in the child's individual file and also reported to the necessary staff. The cooks will be made aware of any food allergies that a child may have and they will log this information in their kitchen records.
 - A record of children's allergies will be displayed in the dining area.
 - All food prepared for a child with a specific allergy will be prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts.
- The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at Nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current Nursery menu.
- If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will administer the appropriate treatment and parents will be informed. The incident will be recorded in the incident book and the parent will be asked to sign the record.
- If the allergic reaction is severe a member of staff will summon an ambulance immediately. Please refer to Accident and Incident Policy

Parents are requested to keep the Nursery updated with any new allergies that may arise over time so that we can ensure children in our care are kept safe at all times.

43. Key Person Policy

At Broad Oaks Nursery every child is given individual care and attention.

Each child will be allocated a key person upon joining the Nursery with a secondary key person assigned in the event of the primary one being absent for any reason, such as due to shift patterns, sickness and holidays.

The key person will look after their children's needs on a daily basis ensuring that the environment is safe and stimulating and making sure that physically, socially, emotionally and academically their personal needs and abilities are always catered for.

The key person responsible for the child has a folder that is used to record the child's learning and development throughout their time at the Nursery. This recording is done by observations of the child that are either planned or spontaneous.

Each child has an Individual Learning Journal. This is used to record the child progress and areas for further development. This Learning Journey contains observations, photographs and children's art work. Parents/carers are actively encouraged to contribute to the Learning Journey during their time at the Nursery.

Depending on the age of the child a daily personal book (diary) is kept to record details of a child's time at Nursery this includes details of food and drinks consumed, sleeps taken, nappies and general comments. Parents are given the opportunity to take the books home so that they can communicate with Nursery staff by using these books, thus encouraging an open and effective line of communication.

44. Late Collection Policy

Please note that it is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If for any reason there is a delay in collection, we would expect a telephone call to advise us of this to enable us to make the appropriate plans concerning staffing.

A member of staff will explain any delay to the child to ensure no unnecessary worry or concern. A minimum of two members of staff will remain on the premises with the child.

Any child not collected within 30 minutes of their usual collection time will follow this procedure.

In the case of no telephone call being received during the child's usual attendance, we will call all the contact numbers available to us by using either the child's registration form to find out why. If no contact can be made to all available numbers we have and we receive no reason for this late collection, then we will inform the Duty Social Worker at Bolton Social Services Department of the situation.

If the child is still at Nursery after 2 hours of late collection, then the above department will be contacted again and arrangements for the child's safety and wellbeing will be made.

45. Medication Policy

Broad Oaks Nursery puts the wellbeing of children in our care at the very core of our services. We are keen to help children to attend, where appropriate, even if they are taking medication, and to enable this to happen, staff are trained to administer medication on site. However, we have strict guidelines that must be followed when administering medication.

Medication will only be given to a child when parental consent has been obtained.

We will only administer medication brought in by parents that has been prescribed for a child by a doctor, dentist, nurse or pharmacist for that particular illness, on or closely around that date. Parents are to complete a medical consent/medication form before they leave. This covers the following information:

- Child's name, Type of medication, Times that the medication is required, The dosage, The date, Parent's signature.

The parent will be asked when the child was last given the medication before coming into the Nursery; this information should be recorded on the medication form. Similarly, when a child is picked up, the parent will be given precise details and the dosage given throughout the day. The parent's signature is obtained at both times

At the time of administering the medicine a fully qualified member of staff (minimum NVQ level 3) is responsible for offering the prescribed medicine at the start time. He or she then signs the medicine record, and passes this on to another member of staff to countersign as a witness to the medication being administered, and correctly.

If the child refuses to take the appropriate medication, then a note will be placed on the form. Where medication is "essential" or may have side effects, discussion with the parent will take place in order to establish the appropriate response.

Medicines are stored in the First Aid cupboard in the office or in the fridge within a sealed container, according to instructions on the bottle/container. At all times medication is kept out of reach of children and under supervision. If a child requires liquid paracetamol or similar medication during their time at Nursery, such medication should be treated as prescription medication with the onus being on the parent to provide the medicine.

In the event of a child becoming ill during the course of the day and requiring liquid paracetamol for example for temperature reduction, the parents will be contacted to gain consent. Parents will be informed of the situation and advised that their child's condition will be closely monitored and that if there are no improvements within an hour, the parents will be asked to collect their child. The parent will be also asked to sign the child's medical record upon collection.

Upon starting with the Nursery parents are asked whether they wish to give permission for the Nursery to administer pain relief medication (Calpol) in the case of an emergency when parents are unable to be contacted. Should they wish to do so written consent is obtained.

For any non-prescription cream for skin conditions e.g. Sudocreme, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream, which should be clearly labelled.

In all circumstances the instructions/guidelines on the medicine container/bottle MUST be followed. Where there is an inconsistency the situation should be raised with the parents/guardian.

Please note that we will NOT administer any medication unless prior written consent is given for each and every medication.

Health Care Plan

Where a child is prescribed medication for a medical need such as eczema or asthma the Nursery Manager along with the child's key person will develop a health care plan with the parents. The Nursery Manager will agree with the parent how to recognise when the condition is getting worse and when to administer medication.

Where the child has a long-term and/or complex medical condition such as diabetes, epilepsy or anaphylaxis an individual health care plan is put in place to meet the needs of the child. The plan is drawn up in conjunction with the appropriate people, including but not limited to, parents, Nursery Manager, AEN Officer, Risk Assessment Officer and relevant health care professionals. Advice from the health specialist is sought to determine whether the administration of the medication requires training.

Please refer to the Illness Policy also.

Arrangements for Staff Medication

Staff who require regular medication or have complex medical needs MUST complete a Care Plan, a copy of which will be kept in their personnel file. The plan MUST include emergency procedures and the name and contact number of a next of kin.

Where staff are taking medication which they believe may affect their ability to care for children, they MUST seek medical advice and make the Nursery Manager aware. Only if the medication is unlikely to impair their ability to look after the children, can they work directly with children.

Arrangements for storing staff medications are the same as for children's medications. Staff medication MUST be securely stored, and out of reach of children, at all times.

45. Safeguarding (Child Protection) Policy

Overview

Policy Statement

At Broad Oaks Nursery we support the children in our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Safeguarding is a much wider subject than the elements covered within this single safeguarding policy; therefore, this document should be used in conjunction with the other Nursery policies and procedures.

Our Nursery will work with children, parent's external agencies and the community to ensure the welfare and safety of children and to give them the best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

Responsibility

Our prime responsibility is the welfare and wellbeing of all children in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interests of the child.

Aims

- To raise awareness of individual responsibilities in identifying and reporting possible cases of abuse
- Ensure that all staff are alert to the signs of abuse, understand what is meant by child protection/safeguarding and are aware of the different ways in which children can be harmed including by other children i.e. bullying, discriminatory behaviour
 - To provide a systematic means of monitoring, recording and reporting of concerns and cases
 - To provide guidance on recognising and dealing with suspected child abuse
 - Ensure that confidentiality is maintained at all times
 - Keep the child at the centre of all we do

Procedure

In order to safeguard children, we will:

- adopt child protection guidelines as recommended by Bolton Safeguarding Children Board and other appropriate professional bodies
 - implement appropriate procedures and code of conduct for the Nursery team
- raise awareness with staff and parents that concerns about the welfare of a child and child protection are taken seriously, with appropriate action being taken
 - create an environment where children are listened to and their concerns taken seriously
 - share information with other agencies on a need-to-know basis
- involve parents and children, except where doing so would put the child at greater risk of harm
 - follow safer recruitment guidance and procedures
 - provide effective staff management through access to supervision, support and training
- review this policy at regular intervals to ensure it is updated and informs day-to-day practice.
 - We will monitor absences via our register system.

Raising awareness of child protection issues and equipping children with the skills needed to keep them safe including anti - bullying procedures, how to cope with cyber bullying, abuse by one or more pupil against another and the dangers of the internet. See E - safety policy. Specifically, this will involve; teaching in the curriculum and PSH C E and in ICT with the aims of: Ps 30d helping children to adjust their behaviours in order to reduce risks and build resilience, including to radicalisation, particular attention will be paid to the safe use of electronic equipment and the internet.

Children should understand the risks posed by adults or young people, who use the internet and social media to bully, groom, abuse or radicalise other people, especially children, young people and vulnerable adults. For example; The use of social media for on - line radicalisation. The UK Safer Internet Centre (www.saferinternet.org.uk) CEOP's Think uk now website (www.thinkuknow.co.uk) The teaching will be age appropriate and delivered through a planned component of the curriculum.

Training all staff annually so they are capable of safeguarding pupils and implementing procedures for identifying and reporting cases, or suspected cases, of abuse - See Annex B. This role includes recognising when a child needs support ("Child in need") preventing problems escalating and working with external agencies to this end, as required for the betterment of the child.

The designated person to receive updated child protection training at least every two years.

Designated Person

The Designated Safeguarding Co-ordinator is Georgina Thornley. Her role is to help co-ordinate any concerns that are raised regarding the welfare of a child and to liaise with other professionals where appropriate, including the local authority social care team for children.

Our designated person will:

- co-ordinate action within the provision and liaise with social care and other agencies over cases of abuse and suspected abuse
 - act as a source of advice within the provision
- ensure that staff are familiar with the provision's policy and procedure
 - make child protection referrals, recording and reporting accordingly
 - liaise with agencies about individual cases

Staff Responsibilities

Staff should always:

- be alert to the signs of abuse as detailed in this policy
- report any concerns immediately, where possible to the designated person
 - consult with the designated person if in any doubt as to how to proceed
- follow the advice given in this policy in relation to how to handle disclosures.
- If we have any concerns that a child may be vulnerable to being drawn into and exploited by violent ideologies, we will contact our local Referral and Assessment team and follow their guidance. We may also need to contact Channel. Contact information can be found in the office.

Partnerships with Parents

It is important that we have excellent working relations with parents. Parents' and children's need for privacy should be respected. However, the priority is the needs of the child and effective liaison is crucial for this.

We recognise that families from different backgrounds and cultures may have different approaches to child-rearing. These differences are acknowledged and respected provided they do not place the child at risk as defined later in this policy.

Where possible staff will work with and share information with parents. Permission for liaison and information sharing with outside agencies will be sought unless it places the child at risk. In these cases, it is preferable to seek advice from social care or make a child protection referral.

Guidance on Recognising Abuse

Child abuse is a term used to describe ways in which children are harmed by someone, often in a position of power. It is not the responsibility of staff to decide whether child abuse is occurring but to act on any concerns and report these to the appropriate party. The health, safety and protection of a child are paramount.

Abuse might fall into the categories of:

- physical
- emotional
- sexual
- neglect

Staff should respond appropriately to signs and symptoms in a child which gives them cause for concern. These include:

- significant changes in children's behaviour or appearance
 - frequent mood changes
 - deterioration in their general well-being
- unexplained bruising, marks or signs of possible abuse
 - signs of neglect such as being unkempt
- comments children make which give cause for concern
 - not wanting to go home
 - seductive behaviour
 - a child who is quiet and withdrawn
- a child who gives the impression of being unloved and unhappy

- A child is exposed to abuse if being drawn into an ideology supporting unlawful use of violence or being exploited by adults promoting such beliefs

Please refer to “signs and symptoms” available from the office for further guidance.

Policy on Dealing with Suspected Abuse

We adhere to the Bolton Safeguarding Children Board’s guidelines when dealing with cases of suspected child abuse. Please see our safeguarding board for further info

All staff should refer concerns to the designated person as soon as possible. In the meantime, they should:

- consider the child’s welfare as paramount
- believe the child and take them seriously
 - remain calm and caring
- reassure the child that they have done the right thing in talking to them
- make notes of the conversation as soon as possible, using the child's own words
 - explain what will happen next and who will be told

Staff should not:

- promise confidentiality
- postpone the discussion until a different time
 - interpret what they have been told
 - probe or ask leading questions

Where the staff member suspects that a child is being abused they should:

- Immediately tell their line manager or the designated person for safeguarding and child protection about their concerns
- make factual notes of what has occurred, using the child's own words where relevant, and any action taken.

The designated person will follow the procedure below:

- Where possible, they will discuss concerns with the child and their parents and obtain agreement to making a referral to children's social care unless this discussion would put the child at increased risk of significant harm.
 - Seek professional advice if unsure about whether or not to talk to parents first.
- When a referral is made, agree what the child and parents will be told, by whom and when. Inform the recipient of the referral, what information has already been discussed with the child and their parents.
- Under no circumstances confront the abuser. There is a risk of forewarning the abuser and compromising any investigation

Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know.

Relevant information about the protection of children must be shared with the investigative agencies, but only on a “need to know” basis.

Staff should be careful in subsequent discussions and ensure that information is only given to the appropriate person. All staff should be kept aware of issues relating to confidentiality and the status of information they may hold.

46. Safeguarding(Child Protection) Procedure In Depth

The prime responsibility of the nursery is the welfare & well-being of all the children in our care. As such we believe we have a duty to children, parents/carers & staff to act quickly & responsibly in any instance that may come to our attention. The nursery has a duty to report suspicions of abuse to Referral & Assessment without delay. The Children's Act 1989, places a duty on the Local Authority to investigate such matters. The nursery will follow the procedures set out in the Local Authority Safeguarding of Children – Framework for Action & as such will seek their advice on all steps taken.

It is the responsibility of any person who has knowledge of, or suspicion that a child is suffering abuse or neglect to refer their concern to Management who will then contact Referral & Assessment

If you have a concern about a child, you need to see which level the child fits into using Bolton's Framework for Action & then decide if a child's Action Meeting needs to be held. (A child who may be at level 4 is not always a child protection issue as sometimes children with SEN who need additional support will also be at this level.)

Managing Child Protection

If a child tells you that they have been abused in some way, you should do the following:

Carefully record what they say at the time, or as soon as possible afterwards, using the words used by the child

Do not ask the child to repeat what they have said previously

Reassure the child that they have done the right thing in telling you

Never promise absolute confidentiality. The degree of confidentiality must be governed by the need to protect the child. You should explain to the child that you need to tell others in order to make sure that they are safe. Often this reassurance about their safety will be enough to help them accept that you may need to tell somebody else

If not use your own personal knowledge about the child to explain, in a way that they understand, why you want to share their information & that you want to help them as much as you can

Listen to the child. Do not ask leading questions, as this can later be interpreted as putting ideas into the child's head

Report your concerns to your designated Safeguarding Officer.

Physical Abuse

Action will be taken if a member of staff has reason to believe that there has been a physical injury to a child (including poisoning) where there is a definite knowledge or a reasonable suspicion that the injury was influenced or knowing not prevented,

Physical involves, hitting, smacking, throwing, poisoning, burning, scalding, wounding, drowning, suffocating or otherwise causing physical harm to a child.

Any sign of a mark/injury to a child when they arrive at nursery will be recorded on an Existing Injury Form
The incident will be discussed with their parent/carers

Such discussions will be recorded & the parent/carers will have access to these records

☐ Report any concerns to your designated Safeguarding Officer

If there appear to be any queries regarding the injury, then Referral & Assessment will be contacted

Emotional Abuse

Action will be taken if a member of staff has reason to believe that there is a severe, adverse effect on the behaviour & emotional development of a child caused by persistent or severe ill treatment or rejection. Emotional abuse may involve conveying to a child that they are worthless, unloved or inadequate. It may feature age or developmentally inappropriate expectations being imposed on a child, including:

Interactions that are beyond the child's developmental capability, over protection, limitation of exploration & learning, preventing the child from participating in normal social interaction, the child hearing or seeing the ill treatment of another, serious bullying & causing children to feel frequently frightened or in danger.

The concern will be discussed with the parent/carers

The discussion will be recorded & the parent/carers will have access to the records

Report any concerns to your designated Safeguarding Officer

If there are any queries regarding the circumstances the matter may be referred to Referral & Assessment.

Details can be found on the safeguarding board or within the office.

Sexual Abuse

Action will be taken if a staff member has witnessed occasions where a child has indicated sexual activity through words, play &/or drawings or if a child is seen to display an excessive, pre-occupation with sexual matters or has an inappropriate knowledge of adult sexual behaviour. This includes child sexual exploitation, exposure to pornographic images, encouraging children to behave in sexually inappropriate ways

Report any concerns to your designated Safeguarding Officer

The matter will be referred to Referral & Assessment

Neglect

Action will be taken if a member of staff has reason to believe that there has been persistent or severe neglect of a child, for example, by exposing the child to danger, including cold & starvation, which results in serious impairment of the child's health or development. This includes:

Failing to provide adequate food, shelter & clothing, exclusion from home or abandonment, failing to protect a child from physical & emotional harm or danger, failure to ensure access to appropriate medical attention, care or treatment. It may also include neglect of/unresponsiveness to a child's basic emotional needs.

The concern will be discussed with the parent/carers

The discussion will be recorded & the parent/carers will have access to the records

Report any concerns to your designated Safeguarding Officer

If there are any queries regarding the circumstances the matter will be referred to the Referral & Assessment

Due to the increasing concern about the effect of Domestic Abuse on children, it is considered a category of abuse. Witnessing domestic abuse is not only traumatic in itself but is likely to have a serious impact on a child which may result in problems, such as: difficult or disturbed behaviour, bullying others & self-harm.

The Domestic Violence, Crime & Victims Act 2004, gives stronger legal protection for victims of domestic violence & establishes a new criminal responsibility for members of a household where they know that a child is at significant risk of serious harm.

Radicalisation*

There is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology. As with managing other safeguarding risks, staff should be alert to changes in children's behaviour which could indicate that they may be in need of help or protection. Children at risk of radicalisation may display different signs or seek to hide their views. Practitioners should use their professional judgement in identifying children who might be at risk of radicalisation and act proportionately.

Even very young children may be vulnerable to radicalisation by others, whether in the family or outside, and display concerning behaviour. The Prevent duty does not require practitioners to carry out unnecessary intrusion into family life but as with any other safeguarding risks, they must take action when they observe behaviour of concern.

Report any concerns to your designated Safeguarding Officer

If there are any queries regarding the circumstances the matter will be referred to the Referral & Assessment

We can help build pupils' resilience to radicalisation by promoting Fundamental British Values & enabling children to challenge extremist views.

(*Radicalisation - is a process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that (1) reject or undermine the status quo or (2) reject and/or undermine contemporary ideas and expressions of freedom of choice)

Also considered as a category of abuse are:

Child abuse & ICT

Fabricated or induced illness

Child victims of trafficking

Children & young people who display sexually abusive behaviour to other children

Female genital mutilation/breast ironing or flattening

Forced marriages

Professional abuse

Bullying

Organised abuse, including child sexual exploitation

Abuse of a disabled child/person

Further information can be found in Bolton's Framework for Action Handbook

Referrals

The criteria for referral to Referral & Assessment is as follows:

Children or young people with unexplained injuries, suspicious injuries, or where there is an inconsistent explanation of the injury

Children or young people who have alleged abuse

Children or young children who have suffered, or are suffering specific incidents of neglect or emotional abuse that are impairing or will impair their development, for example, failure to seek medical attention

Failure to thrive, that has been investigated medically & no organic cause found.

Problems associated with carer's lifestyle, for example, chaotic drug use

Children or young people involved in one serious or several lesser incidents of domestic violence

Vulnerable children who are left alone

Where there are serious concerns about the risk of significant harm to an unborn baby.

Children who are believed to have been exposed to second-hand smoke in any closed environment, including cars (It is illegal to smoke in a car (or another vehicle) with anyone under 18. The law changed on 1st October 2015)

Making a referral to Referral & Assessment

You may become concerned about a baby or young child because you or another member of staff have observed injuries on a child or a child has told you that they have been hurt or abused. Even if there is no immediate danger to the child, a referral should be made to Referral & Assessment as early in the day as possible to allow a co-ordinated & considered response, this should be done by telephone & then followed up as advised by the duty social worker.

Be prepared to give as much of the following information as possible, this will include:

Your name, telephone number, position & request the same of the person to whom you are speaking

Full name & address, telephone number of family, date of birth of child & siblings

Gender, ethnicity, first language & any additional needs

Names, dates of births & relationship of household members & any significant others

The names of other professionals involved with the child or family, for example, GP, health visitor, school, youth service, nursery, children's centre, education social work team

The nature of the concern & foundation for them

An opinion on whether the child may need urgent action to make them safe

Your view of what appears to be the needs of the child &/or family

Once you have made your referral, you should:

Ensure that you keep an accurate record of your concern made at the time, signed & dated, always record any discussions about the welfare of a child

Always accurately record the action agreed or that no further action is to be taken & the reasons for this decision

Accept invitations to attend any inter-agency meetings in respect of the referral
Keep yourself informed of the progress of the referral.

The Multi-Agency Safeguarding and Screening Service (MASSS) was developed to promote better consistency at the 'front door' and ensure a responsive and more effective service to child protection concerns.

Making a referral:

Prior to making a referral to R&A, you will need to consider if a child's or young person's needs can be met from within your own service or agency or by other professionals already involved with the family. This should be done via the Early Help Assessment process. If, after undertaking this assessment concerns persist then you are invited to contact Referral and Assessment duty social workers. An Early Help Assessment (in writing) is required for all referrals. In the case of an emergency or an urgent safeguarding matter you should contact the Referral and Assessment duty social worker immediately. The contact telephone numbers for the duty social workers are provided below, as are the Team Manager's numbers

How to contact us:

The Referral and Assessment duty social workers can be contacted on the following numbers:

01204 337729

01204 337730

01204 331505

01204 337408

01942 634625

01942 634587

Team Managers

Sarah Oxley

01204 337446

Nikki Litchmore

01204 337412

Claire Wallwork

01942 634622

Deputy Managers

Helen McCabe

01204 337072

Emma Appleby

01942 634621

Joanne Sutton

01204 332884

You can also contact the Referral and Assessment service via email:

R&A@bolton.gov.uk or R&A@bolton.gcsx.gov.uk

*******UPDATED 2019 CONTACT INFORMATION ON THE NEXT PAGE*******

Contacts and telephone numbers

Agency	Telephone number	Website
Bolton Safeguarding Children Board (BSCB)	01204 337479	www.boltonsafeguardingchildren.org.uk
Ofsted	03001231231	www.ofsted.gov.uk
The Referral and Assessment duty social workers (MASSS) can be contacted on the following numbers:		
Multi Agency Screening and Safeguarding Service (MASSS)	01204 331500	http://boltonsafeguardingchildren.org.uk/concerned-about-a-child/
Emergency Duty Team	Between 6pm - 8.45am 01204 337777	
Other		
Police	999 101	If child is in immediate danger If child is not in immediate danger
Early Help (Integrated Working Team)	01204 331392	
Child Protection Unit	01204 337460	http://boltonsafeguardingchildren.org.uk/working-with-children-and-young-people/managing-allegations/
LADO	01204 337474	
Start Well Service	01204 338149	http://www.boltonstartwell.org.uk/

Add contact numbers and/or addresses of key people/ services here.

How do you ensure that contact details are up to date? <http://boltonsafeguardingchildren.org.uk/>

The legal framework or context for this policy

Highlight here the national and local guidance and [legislation](#) which support and underpins the development of your Safeguarding policy.

In addition to the Essential documents you could include the following:

- Children Act 1989/2004
- Childcare Act 2016
- Working Together to Safeguard Children 2018
- United Nation Convention on the Rights of the Child
- Female Genital Mutilation Guidance gov.uk April 2016
- [Bolton Child Sexual Exploitation Strategy 2018-2020](#)
- General Data Protection Regulation (GDPR) & Data protection Act gov.uk 2018
- SEND Code of Practice 2014
- Serious Crime Act 2015

This list is not exhaustive, there may be other guidance which you would like to include here.

47. Sun Protection Policy

At Broad Oaks Nursery we recognise the value of outdoor provision for the children in our care and the staff caring for them.

We encourage outdoor play at all times of the year, believing there is no such thing as inappropriate weather; only inappropriate clothing and protection.

However, we want staff and children to enjoy the sun safely, and we will work with parents to achieve this through:

- Education

- o Sun protection will be discussed with children using age appropriate language, and also communicated to parents via newsletters in the summer months.

- Protection

- o Shade is provided outside for the children via canopies so that they can access the outdoor space all day.

- o Timetabling - We encourage the children to access the outdoor space more in the cooler times of the day when the sun's rays are less powerful, i.e. before 11 am and after 3 pm. During these times we will organise more outdoor activities and during the lunchtime period will arrange more activities indoors.

- Clothing

- o We will encourage all children to wear a hat to protect their heads against the sun. We would recommend legionnaire-style hats as these also provide protection to the child's neck, where the skin is especially vulnerable to being burned.

- o We have spare hats that children can borrow if they forget their own.

- o We also encourage staff to wear hats when outside to set a good example.

Sunscreen

We request that all children arrive at Nursery wearing sunscreen during the summer months. We also request that each parent provides us with a bottle of factor 15 or higher sunscreen for their child, clearly labelled with the child's name. We also require parents to sign a consent form providing written permission for staff to apply the sunscreen provided to ensure continual protection throughout the day.

Water

Water is accessible throughout the day and we encourage children to drink water regularly to prevent dehydration.

48. Positive Behaviour Policy

At Broad Oaks Nursery we believe that children learn best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviours are encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy. By positively promoting good behaviour and good manners, valuing co-operation and a caring attitude we hope to ensure that children in our care will develop into responsible adults.

We recognise that children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the Nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
 - Work in partnership with parents by communicating openly
- Praise children, acknowledge and reward their positive actions and attitudes, therefore ensuring that children see that we value and respect them
 - Encourage all staff working with children to accept their responsibility for implementing the goals in this policy
 - Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key person system which enables staff to build a strong and positive relationship with children and their families

Unacceptable Conduct

There will be times when a child will behave in a way that is unacceptable, disruptive or harmful to others. A list of what constitutes unacceptable behaviour at the Nursery includes:

- Tearing books or pictures
- Hitting, spitting, biting, pinching or scratching
 - Taking toys from another child
 - Throwing food, drink or toys
- Deliberately spoiling or breaking another child's work
 - Swearing

In dealing with unacceptable behaviour staff:

- MUST NOT hit, slap, smack or shake a child or threaten to do so
- MUST NOT shout at a child, unless in an emergency situation, when not to shout would be dangerous
- MUST NOT use a punishment, such as 'a naughty chair' or a 'unaccompanied time out' strategy that excludes children from the group, or deprive the child of biscuit at snack time, for example
 - MUST NOT use techniques designed to 'single out' and humiliate individual children
- MUST NOT use physical restraint, such as holding, unless to prevent physical injury to children or adults and/or serious damage to property

Strategies

A positive approach is recommended and different approaches will work on different occasions with different children. How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he/she has done. It may also include the child apologising for their actions.

We recognise that early intervention can help significantly, by using distraction techniques such as distracting the child from the negative situation and supporting him/her in a different activity or environment, if necessary for their own well-being and that of others in the group.

Although the use of the word “no” is considered acceptable, this should always be reinforced with a positive reason, depending on the situation, such as “you will hurt so and so” or “the toy will get broken.”

Rather than dealing with the situation from a distance, go to the child, and encourage a positive response by offering an alternative to the destructive behaviour. Offer a cuddle and an opportunity to share.

It is important that a child realises that it is not wrong to have angry feelings: We all have these from time to time, but we need to learn how to contain them so we don't hurt others, ourselves or the environment.

In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome.

Feedback to Parents

Through partnership with parents and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented.

Parents will be informed if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in Nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the Nursery. In some cases, we may request additional advice and support from other professionals.

If a child demonstrates unacceptable behaviour frequently, the Nursery Manager will ask parents to come and see her. In addition, the key person of the child concerned will be instructed to stay physically close to the child at all times of greatest risk.

In cases of serious misconduct, the Suspension and Exclusion Policy will be considered.

Behaviour Management Officer: Faye Bagshaw

49. Suspension and Exclusion Policy

Broad Oaks Nursery is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff, children and parents, as outlined in our Positive Behaviour Policy.

However, there may be times when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the Nursery, on either a temporary or permanent basis.

As a last resort, Broad Oaks Nursery reserves the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour, where the behaviour is detrimental to:

- children in our care
- staff
- or the Nursery as a whole.

Furthermore, a parent/carer's failure to recognise their child's continued undesirable behaviour, or to support the Nursery and their child in dealing with or rectifying this behaviour, may result in termination of the child's place.

Four weeks' written notice will be given in the above circumstances.

In the case of a temporary suspension, when this is over and before the child is allowed to return to the Nursery, there will be a discussion between staff, and the parent/carer, setting out the conditions of their return.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the Nursery with immediate effect. In such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child.

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

Management will ensure that any suspension or exclusion will be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration will be given to the child's age and maturity. Any other relevant information about the child and their situation will also be considered.

50. Outdoor Play Policy

"When children play out of doors, they are exercising their growing intellectual and emotional muscles, as well as their physical ones. They are developing the power to think, to feel, to do, to see and understand, to represent and express. They are imagining, puzzling, wondering, exploring, befriending and sharing". "Can I: Play Out" Outdoor Play in the Early Years

Taken from the forward written by Mary Jane Drummond "The best classroom and the widest cupboard is in the open air". - Margaret Macmillan

At Broad Oaks we believe that:

Outdoor play is central to young children's learning. Outdoors is both a teaching and learning environment, where adults interact with children to extend their knowledge, skills and concepts. Outdoor design and layout is given careful consideration. The outdoor classroom offers children the opportunity to use effective styles of learning playing, movement and sensory experience.

51. Nappy Changing & Toilet Training Policy

At Broad Oaks Nursery we accept babies and children in nappies. We provide nappies and wipes. We have changing mats, which will be wiped over with disinfectant between each use. Used/soiled nappies are disposed of in nappy sacks and then in lidded bins. These are emptied throughout the day.

All staff use plastic gloves and aprons when changing children's nappies to reduce the risk of spreading any infections. If your child is allergic to these please let us know.

Children's nappies are changed on a regular basis, and immediately if soiled.

We believe that changing a nappy should provide lots of opportunity to communicate with your child and as their understanding grows provide time to discuss basic hygiene issues, preparing them for potty training. At Broad Oaks we recognise children as individuals and that every child has their own development needs. For this reason, we do not set an age for children to begin toilet training.

When your child starts to show signs that they are becoming aware of their bodily functions we will arrange a convenient time to meet with you and discuss your plans on potty/toilet training your child. It is unusual for a child to be ready to be potty trained much before their second birthday and for some children it can be a lot later. Please do not be concerned if your child shows no signs of being ready yet. It is very important that we work together to potty train your child and pick a suitable time to do it, when we can both dedicate time. If we start the training and your child is not ready, then we can stop and start again when they are. Some children take to potty training overnight; for some it is a longer process. The most important thing is that we work together to give your child the support and reassurance they need during this period. We will provide you with daily feedback on how we are progressing with the training.

At all times children's privacy will be respected.

52. Toy Selection Policy

The toys and equipment in Nursery provide opportunities for children to develop new skills and concepts in the course of their play and exploration.

The equipment we provide:

- Is appropriate for the ages and stages of development of the children
- Offers challenges to developing physical, social, personal, emotional, communication, language, numeracy and intellectual skills
- Features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities
- Includes a range of raw materials which can be used in a variety of ways and encourages an open-ended approach to creativity and problem solving
 - Will enable children, with adult support, to develop individual potential and move towards required learning outcomes
 - Is checked routinely and all broken toys/equipment removed
 - Conforms to all relevant safety regulations, is sound and well-made
- Toys do not use "button" batteries due to dangers with children swallowing and battery acid leaking

53. Separated Parents Policy

When parents separate it is a difficult situation for all concerned. The Nursery understands that emotions run high and this policy lays out how the Nursery will support the child and their family. We feel this policy will support all parties in this difficult time including our team.

Registration

During the registration process it is important for the Nursery to know all details about both parents. This includes details about who does or does not have parental responsibility as this will avoid difficult situations that may arise at a later date.

The Nursery requests that all details are logged on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, the Nursery needs a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, the Nursery requests that all details relating to the child and other parent are disclosed wherever possible, e.g. court orders, injunctions. This will allow the Nursery to have all the appropriate information in order to support the child fully.

The Nursery will:

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

We ask parents to:

- Provide us with all information relating to parental responsibilities, Court Orders and injunctions
 - Update information that changes any of the above as soon as practicably possible
 - Work with us to ensure continuity of care and support for your child
- Not involve Nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/key person away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not to ask Nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

The Nursery cannot restrict access to any parent with parental responsibility unless a formal Court Order is in place. We respectfully ask that parents do not put us in this position.

54. Transition Policy

As Broad Oaks Nursery is a small setting the transition process from area to area is managed quite easily. Although it can still be a delicate process and it is necessary to follow the requirements below:

The following guidelines must be followed as a minimum requirement, always bearing in mind the individual child's needs.

Staff

- Staff from the other room must meet and spend time with all children in our Nursery.
- The existing key person must liaise with the child's new key person prior to the child 'moving through'. The parent/guardian should be invited to be as involved as much as possible with the process.

Visits

- The child should start making visits to their new room approximately one month before they are due to move: This is in order to familiarise the child to their 'new' surroundings, other children and staff.
 - The child should be accompanied by their key person wherever possible.

Administration

- A comprehensive 'transition form' is completed and given to the new key person.
 - The child's file/learning journey is handed over up to date.
 - The parent is informed of the date of the child's move and the new key person.
- All 'name tags' etc. are made ready for the child to join their new room to give him/her a real sense of belonging.

School

- A meeting is arranged with the school your child will be attending. The Nursery teacher will also be invited to visit our setting.
- Transition forms are completed, to inform the child's new school all about the child's development of which there is a section for the parent to contribute and to a sign in acknowledgment.

55. No Smoking Policy/ E-cigarettes

Children's health and wellbeing is of the utmost importance for the children in our care. Smoking has proved to be a health risk and therefore in accordance with current legislation, Broad Oaks Nursery operates a strict no smoking policy within its building and grounds. Furthermore, signage is appropriate displayed to remind all.

Please note also that since July 2007 it is illegal to smoke in enclosed places.

Staff

Broad Oaks Nursery forbids any member of staff from smoking cigarettes or ecigarettes on its premises or anywhere within the sight of children. Furthermore, staff should not present themselves for work smelling of cigarettes or tobacco smoke.

Parents, Carers and Visitors

Broad Oaks Nursery does not allow smoking on its premises at any time. Please would parents, carers and visitors therefore not smoke within the Nursery building.

56. Personal Electronic Devices Policy

Aim

At Broad Oaks Nursery it is our aim to keep children safe and secure at all times whilst they are in our care.

In addition, we believe our staff should be completely attentive during their hours of working to ensure all children in the Nursery receive good quality care and education.

Policy & Definition

In order to safeguard both children and staff the use of personal electronic devices is not allowed at within the Broad Oaks Nursery setting.

Personal electronic devices include mobile phones, cameras, video recorders, smart watches and other electrical equipment that can be used to record, transmit or communicate information including pictures. Only designated devices are allowed.

Procedure

Staff:

Should it be necessary for you to bring your mobile phone to work, your phone must be stored safely in the drawer provided in the office at all times during the course of your working day.

Your mobile phone may only be used during your lunch break, either in the Staff Room or off site, but not at any other time, and away from children.

It is your responsibility to inform your next of kin, doctor, etc. of your work telephone number so that you can be contacted in case of an emergency. This Nursery landline number is only to be used for work use, in cases of emergency and not for personal use.

Only Nursery cameras are permitted to be used for purposes of evidencing daily activities within the setting, which we recognise as an effective form of recording children's progression in the Early Years Foundation Stage. Photographs will be downloaded at Nursery and be used for displays of children's work, development records, and advertising, where permission has been granted by parents.

Parents & Visitors:

In order to ensure the safety and welfare of the children in the Nursery, parents, carers and visitors are prohibited from using electronic devices, such as mobile phones and cameras, whilst on the Nursery premises.

Responsibility

It is the responsibility of all staff members to report any breaches of the policy immediately to Nursery management.

Whilst management will inform new parents, carers and visitors of this policy, it is the duty of every member of staff to reinforce the policy, and further to remind parents/carers and visitors that mobile phone calls are to be taken outside the Nursery premises.

Policy Management

A failure to adhere to this policy will be considered a disciplinary offence and will be dealt with in accordance with the Nursery disciplinary procedure.

Any parent, carer or visitor who does not conform to the ban on electronic device use will be asked to leave the premises.

Relationships Policy

We understand how some staff form close relationships with parents/carers and we believe that this can help with bonding with the children. It is acceptable for staff to attend children's birthday parties in their own personal time;

however, both staff and parents must be aware that these arrangements are not under the remit of the Nursery and as such are not our responsibility.

However, it is not acceptable for staff working directly with the children to enter into 'inappropriate' relationships with parents or carers. This will be deemed as totally unprofessional and disciplinary action could be taken.

57. **Social Networking Policy**

Purpose

Broad Oaks Nursery recognises that many staff use the internet for personal purposes, and that some staff participate in social networking sites such as Facebook, Twitter, My Space, Bebo.

The purpose of this policy is to outline the responsibilities of staff using the internet to access social networking sites.

Personal Conduct

Broad Oaks respects an employee's right to a private life. However, the Nursery must also ensure confidentiality and its high reputation are protected at all times, and therefore it is important that restrictions are placed on staff when accessing social networking sites.

- Always remember that you are a representative of the Nursery, even out of work hours. Therefore, you are responsible for showing the Nursery in a good light.
- Remember that the relationship between you and parents should remain professional at all times. You should not accept parents as "friends" on social networking sites: If a parent tries to add you as a friend you should sensitively decline the offer unless you knew the person prior to working at Broad Oaks.
- You must not post anything that could be construed to have a detrimental impact on the Nursery's reputation, such as anything that causes offence to a parent or a member of staff. Do not post that you have had a "bad day" or any similar comment as it reflects badly to your colleagues who work closely with you and to parents who trust you with the care of their child, should they be able to see it. This can cause hostility and is detrimental to team morale.
- You should ensure that your profile is completely private and families attending the Nursery have no access to your account.
 - You should not record any confidential information regarding the Nursery.

These guidelines have been put in place ultimately to protect staff. Becoming "friends" with parents is unprofessional and can, in a worst case scenario, damage practitioners' professional reputation.

Please note that a failure to adhere to this policy will be considered a disciplinary offence and will be dealt with in accordance with the Nursery disciplinary procedure.

58. **Data Protection Policy & GDPR**

Broad Oaks Nursery is required to process relevant personal data on children, parents and staff in order to operate effectively and legally, and shall take all reasonable steps to do so in accordance with this policy.

Personal information includes but is not limited to, contact details, personal assessment data, attendance and medical information. It can be in both paper and electronic form.

Broad Oaks Nursery is registered with the Information Commissioner's Office and renewal with this body is completed on an annual basis.

Processing data may include obtaining, recording, holding, disposing, destroying or using data. We will endeavour to ensure that all personal data is processed in compliance with the 8 principles laid down in the Data Protection Act 1998. These state that information must be:

1. Fairly and lawfully processed;
2. processed for specified purposes;
3. Adequate, relevant and not excessive;
4. Accurate and, where necessary, kept up to date;
5. Not kept for longer than is necessary;
6. Processed in line with the rights of the individual;
7. kept secure; and
8. Not transferred to countries outside of the European Economic Area unless the information is adequately protected.

In order to comply with the Data Protection Act 1998 the following arrangements are adhered to:

- Personal data will only be disclosed to organisations or individuals for whom consent has been given to receive the data, or organisations that have a legal right to receive the data without consent being given.
 - Staff are only given access to child data that is required to be used for the safety of the child, for example emergency contact numbers, care plan information etc.
 - Children's and staff records are kept securely in a locked cabinet.
 - Electronic data is password protected.
 - Any documentation that needs to be destroyed is shredded.
- Documents that are required to be retained are stored in accordance with either regulatory or Nursery guidelines.
- Routine consent issues will be incorporated into our children data gathering sheets during the enrolment process, to avoid the need for frequent, similar requests for consent being made by the Nursery.
 - Staff and parents will be reminded to inform the Nursery if personal data changes.
 - The CCTV system has been registered.

General Data Protection Regulation

Statement

GDPR stands for General Data Protection Regulation and replaces the previous Data Protection Directives that were in place.

It was approved by the EU Parliament in 2016 and comes into effect on 25th May 2018.

GDPR states that personal data should be 'processed fairly & lawfully' and 'collected for specified, explicit and legitimate purposes' and that individuals data is not processed without their knowledge and are only processed with their 'explicit' consent. GDPR covers personal data relating to individuals. Broad Oaks Nursery is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors and staff personal data.

The Data Protection Act gives individuals the right to know what information is held about them. It

provides a framework to ensure that personal information is handled properly.

Broad Oaks Nursery is registered with the ICO (Information Commissioners Office) under registration reference: ZA105879 and has been registered since 13th March 2015. Certificates are on display in our office.

GDPR includes 7 rights for individuals

1) The right to be informed

Broad Oaks Nursery is a registered Childcare provider with Ofsted and as so, is required to collect and manage certain data. We need to know parent's names, addresses, telephone numbers, email addresses, date of birth and National Insurance numbers. We need to know children's' full names, addresses, date of birth and Birth Certificate number. For parents claiming the free nursery entitlement we are requested to provide this data to Bolton Council; this information is sent to the Local Authority via a secure electronic file transfer portal system.

We are required to collect certain details of visitors to our pre-schools. We need to know visits names, telephone numbers, addresses and where appropriate company name. This is in respect of our Health and Safety and Safeguarding Policies.

As an employer Broad Oaks Nursery is required to hold data on its employees; names, addresses, email addresses, telephone numbers, date of birth, National Insurance numbers, photographic ID such as passport and driver's license, bank details. This information is also required for Disclosure and Barring Service checks (DBS) and proof of eligibility to work in the UK. This information is sent via a secure file transfer system to UKCRBs for the processing of DBS checks.

2) The right of access

Broad Oaks Nursery is a company registered in England & Wales. We are located at 49 Bolton Road, BL4 7JN.

At any point an individual can make a request relating to their data and Broad Oaks Nursery will need to provide a response (within 1 month). Broad Oaks Nursery can refuse a request, if we have a lawful obligation to retain data i.e. from Ofsted in relation to the EYFS, but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

3) The right to erasure

You have the right to request the deletion of your data where there is no compelling reason for its

continued use. However, Broad Oaks Nursery has a legal duty to keep children's and parents details for a reasonable time*, Broad Oaks Nursery can retain these records for 3 years after leaving pre-school, children's accident and injury records for 19 years (or until the child reaches 21 years), and 22 years (or until the child reaches 24 years) for Child Protection records. Staff records must be kept for 6 years after the member of leaves employment, before they can be erased. This data is archived securely offsite and shredded after the legal retention period. There is a full Risk Assessment in place for transportation and storage. A copy of this Risk Assessment can be provided upon request.

4) The right to restrict processing

Parents, visitors and staff can object to Broad Oaks Nursery processing their data. This means that records can be stored but must not be used in any way, for example reports or for communications.

5) The right to data portability

Broad Oaks Nursery requires data to be transferred from one IT system to another; such as from Broad Oaks Nursery to the Local Authority, to shared settings and to Tapestry' Online Learning Journal. These recipients use secure file transfer systems and have their own policies and procedures in place in relation to GDPR.

6) The right to object

Parents, visitors and staff can object to their data being used for certain activities like marketing or research.

7) The right not to be subject to automated decision-making including profiling

Automated decisions and profiling are used for marketing, based organisations. Broad Oaks Nursery not use personal data for such purposes.

Storage and use of personal information

All paper copies of children's and staff records are kept in a locked office at Broad Oaks Nursery. Members of staff can have access to these files but information taken from the files about individual children is confidential and apart from archiving, these records remain on site at all times. These records are shredded after the retention period.

Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period.

Broad Oaks Nursery collects a large amount of personal data every year including; names and addresses of those on the waiting list. These records are shredded if the child does not attend or added to the child's file and stored appropriately.

Information regarding families' involvement with other agencies is stored both electronically on an external hard drive and in paper format, this information is kept in a locked office. These records are shredded after the relevant retention period.

Upon a child leaving Broad Oaks Nursery and moving on to school or moving settings, data held on the child may be shared with the receiving school. Such information will be sent via a secure file transfer system or given to the parent/carer.

For children attending school outside Bolton Council the parent/carer will be given the data to deliver to the receiving school.

Broad Oaks Nursery stores personal data held visually in photographs or video clips or as sound recordings, unless written consent has been obtained via the Model Release form. No names are stored with images in photo albums, displays, on the website or on Broad Oaks Nursery 's social media sites.

Access to all Office computers and Tapestry Online Learning Journal is password protected. When a member of staff leaves the company, these passwords are changed in line with this policy and our Safeguarding policy. Any portable data storage used to store personal data, e.g. USB memory stick, are password protected and/or stored in a locked filing cabinet.

GDPR means that Broad Oaks Nursery must;

- * Manage and process personal data properly
- * Protect the individual's rights to privacy
- * Provide an individual with access to all personal information held on them

Please also refer to the Confidentiality Policy

59. Confidentiality Policy

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

Parents/carers will have ready access to files and records of their own children - but not any other child.

Staff will not discuss individual children with people other than the parents/carers of that child.

Information given by parents/carers to nursery staff will not be passed on to third parties.

Personnel issues will remain confidential to the people involved.

Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the nursery except for the child's key worker and Manager.

The nursery will comply with all requirements of the Data Protection Act.

60. Visitors Policy

Policy Statement

As an Ofsted registered Nursery we are very aware of our role in keeping your child safe.

It is our policy to encourage visits by various people who could help the children's learning and development, such as health professionals, police, fire fighters, as well as entertainers and storytellers.

Parents and students may also visit to act as helpers for various activities.

Procedure

All visitors will be granted entrance from the main front door only.

- They will be accompanied by a member of staff at all times whilst on the premises.
- Any visitors to our setting will be asked to sign our Nursery visitors' book situated in the reception area. This specifies their name, date, time they arrive and leave, the organisation they are from and the name of the person they are visiting. The visitor will be asked to sign the visitors' book upon leaving.
- We will request identification from all visitors not known to Nursery and will refuse entry if we are unsure of them.
 - Visitors should not be left alone with the children at any time.
- If any person is seen looking suspicious it will be immediately reported to the Manager.
- We will endeavour to arrange for any maintenance work to the Nursery property to be carried out at weekends and during non-nursery hours.

61. Learning Journey Policy

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

Procedures

- Each child will have a Key Worker allocated to them who will be responsible for the compilation of that child's Learning Journey.
- Broad Oaks Nursery uses an online Learning Journey system (Tapestry), allowing staff and parents to access the information from any computer via a personal, password-protected login.
- Staff access allows input of new observations and photos or amendment of existing observations and photos.
- Parent access allows input of new observations and photos or the addition of comments on existing observations and photos – parent log-ins do not have the necessary permission to edit existing material.
- Observations input into the Tapestry system are moderated by a senior member of staff before being added to the child's Learning Journey.
- Parents logging into the system are only able to see their own child's Learning Journey.
- Parents are asked to sign a consent form giving permission for their child's image to appear in other children's Learning Journeys, and to protect images of other children that may appear in any photos contained in their child's Learning Journey.
- The Learning Journey is started once the child has started Nursery. During the first term, entries will be made more frequently as staff get to know the children.
- New observational entries to a child's Learning Journey will usually be uploaded within two weeks of the observation being made.
- Observations are written in the present tense.
- In all written observations, other children are referred to as their Christian name only.
- We will try wherever possible to allocate "Tapestry time" per week to each member of staff to enable them to upload observations. Any overflow will have to be completed in staff's own time.
- All photographs taken of children are stored securely on each tablet. Staff upload pictures of their key children as they add an observation or brief notes.
- A child's learning journey is a document recording their learning and development and parents may add comments on observations or contribute photos, videos or information about activities they have been doing at home.
- Parents may contact us through the usual channels for any other day-to-day matters, e.g. absence, lost property, etc. As a last resort Tapestry may be used to inform us of day to day matters. Ideally only a child's observation or an update to assessments should be included in the Tapestry system notes section.
- Staff at Broad Oaks Nursery understand that when taking tablets away from nursery they are under strict instructions to not share or show any child's information contained within the Tapestry system to ANY other person or to discuss this information.

Security

- The Tapestry on-line Learning journey system is hosted on secure dedicated servers based in the UK.
- Access to information stored on Tapestry can only be gained by unique user id and password.

- Parents can only see their own child's information and are unable to login to view other children's Learning Journeys.

62. Staff Behaviour Policy

Code of conduct, staff behaviour and social media.

As a member of staff of Broad Oaks Nursery you are required to adhere to the following code of conduct

- Staff must adhere to all the setting's policies and procedures at all times.
- Staff will wear the uniform provided
- Staff will wear sensible non slip shoes whilst on duty.
- Staff are requested wear long hair tied back when working with the children and will wear it tied back at all times when working in the kitchen.
- Staff must observe confidentiality at all times both inside and outside the setting
- Staff must inform the designated person within the setting before 07:30am if they are sick and unable to attend
- Staff must make sure they are ready to start work at the beginning of their shift.
- Staff must not smoke on or around the premises, designated place only to be used.
- Staff must abide by the settings confidentiality and information sharing policies and to only share information appropriately and when required.
- Staff are to keep the children's Learning Journeys up to date, complete the 2 year old check in compliance with the revised EYFS.
- Staff will keep the children's Learning journey's onsite during working hours in line with OFSTED.
- Staff must treat children, parents/carers, colleagues and other professionals with respect at all times.
- Staff will not show favouritism
- Staff must not behave in a racist manner under any circumstances and must not make racist or sexist remarks.
- Staff are to wear protective gloves when dealing with bodily fluids, dispose of nappies etc. in the appropriate manner (place in a bag and then take to the main refuse bin)
- Sickness bugs Staff are not permitted to return to work for a period of 48 after the last episode.
- Staff must be aware of child to staff ratios at all times and make sure these ratios are met before leaving the room. Incidental overtime may be required, if ratios cannot be met. If a senior member of staff requires you to stay for a short period, after your shift has finished, then please do so and this will be treated as incidental overtime, unless otherwise arranged.

Medication

- If you are taking regular medication you must inform the settings Manager Georgina Thornley or the Deputy Manager Faye Bagshaw of any possible side effects which may prevent you from carrying out your duties. All medication must be kept in the office or placed in the medication box. Staff medication form to be completed.

Safeguarding

- As a member of staff of Broad Oaks Nursery, you are required to inform the Proprietor, Manager or deputy manager of any safeguarding issues which may occur at home, any allegations made against yourself or any member of your family living with you or partner that may not be living with you.
- Staff are not permitted to have a mobile phone in their possession whilst on duty at the setting. Phones must be switched onto silent and place in the office. You are permitted to check your phone during your lunch break.

- Staff must prevent the abuse of younger or weaker children by older or stronger children through bullying, cruel or humiliating behaviour.
- Staff will not be permitted into the nursery if there is any indication that they are under the influence of alcohol or substance misuse.
- All concerns must be referred to a manager and a record of your concerns to be kept and placed in the safeguarding folder.
- Never let strangers into the setting without first asking for Identification
- Children will be released into the care of their parents/carers. If there is a third person to collect the child. We state that the parent has to call ahead to inform us first and then give the password out to the third Person.

Safeguarding for staff

- Always inform a colleague when leaving to change a child's nappy or clothes because of a toileting accident.
- Staff are not permitted to have a mobile phone in their possession whilst on duty at the setting. Phones must be switched onto silent and be placed in the office. You can check your phone on your lunch Break.
- Staff must operate safe internet usage both on and off the premises. They are not permitted to make any reference whatsoever to the setting or to the children and staff, both past and present, on any social networking site. As a member of the Broad Oaks, you may not befriend parents on the social networking sites unless you were friends before. Socialise or baby sit for the parents/carers unless you are related or were friends before the child attended the setting or you are related to the child attending.
- Inform the named person for safeguarding of any safeguarding issues regarding your colleagues all details given will be treated confidentially.

