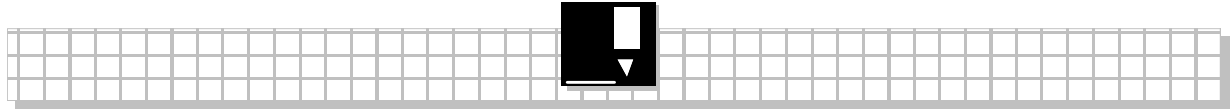


# CASPER NURSERY



**Capel-le-Ferne Primary School  
Capel Street  
Capel-le-Ferne  
Folkestone  
Kent  
CT18 7HB**

**Telephone: 01303 226570**

## **SETTING POLICIES AND PROCEDURES**

### **CASPER NURSERY LIMITED**

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**Ofsted Number EY441472**

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# CASPER NURSERY



## ADMISSIONS AND SETTLING-IN

It is our intention to make the setting accessible to children and families from all sections of the local community. We aim to ensure that all sections of our community have access to the setting through open, fair and clearly communicated procedures as detailed in our Diversity and Equality Policy.

### **Procedures**

#### *Admission*

- We ensure that the existence of the setting is widely advertised in places accessible to all sections of the community.
- We ensure that information about the setting is accessible, in written and spoken form and, where appropriate, in different languages.
- We arrange our waiting list on a first come first served basis, taking into account date of birth and siblings of children already attending the setting. We write to prospective parents inviting them to a registration visit and allocate spaces in agreement with the parent.
- We describe the setting and its practices in terms which make it clear that we welcome both fathers and mothers, other relations and other carers, including childminders.
- We have a registration checklist for practitioners to ensure important information regarding the setting is communicated to all prospective parents and carers.
- We describe the setting and its practices in terms of how we include individuals in the life of the nursery, regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English as detailed in our Diversity and Equality Policy.
- We monitor the gender and ethnic background of children joining each nursery to ensure no accidental discrimination is taking place.
- We make our Diversity and Equality policy widely known.
- We try to be flexible about the session times of the setting, providing these do not affect the sustainability of the setting and the care and development of the children.
- We try to be flexible about attendance patterns to accommodate the needs of individual children and families, providing these do not disrupt the pattern of continuity in the setting that provides stability for all the children.
- The Government funding is for the first 15 hours the child attends and are free for 38 weeks but we are open for 39 weeks, giving parents an extra week free.

#### *Settling-In*

- Before a child starts to attend the setting we provide parents with information about the setting these include a registration visit, prospectus and information on our website.
- We allocate a key person to each child and his/her family before they start to attend; the key person welcomes and looks after the child and his/her parents at the registration visit and during the settling-in period. The key person can change in the first few weeks if the child bonds with another practitioner.
- We recommend a minimum of two play-visits to help with the settling-in process and to jointly decide the best way to help the child settle into the setting.
- We expect the parent/carer to stay on the premises for the play-visits, gradually taking time away from the child, increasing this as and when the child is able to cope. We expect the parent to work with us until their child can stay for a full session happily without them.
- We believe a child to be settled when they have formed a relationship with their key person and is also familiar with their surroundings, at ease with their peer group and participate in activities.

Date Adopted: 08/07/2014

Review Date: 08/07/2015

Signed By: Jill Harding

Print Name: J Harding

# CASPER NURSERY



## ADMINISTERING MEDICATION POLICY

Although we believe sick children should be at home until they are well enough to return to the setting, we will agree to administer prescribed medication as part of maintaining their health and well-being or when they are recovering from an illness. As far as possible, administering prescribed medicines will only be done where it would be detrimental to the child's health if not given in the setting. If a child has not been prescribed the named medication before, it is advised that the parent keeps the child at home for the first 48 hours to ensure no adverse effect as well as to give time for the medication to take effect.

The key person is responsible for the correct administration of medication to children whom they are the key person. This includes ensuring the parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures. In the absence of the key person, the secondary key person is responsible for the overseeing of administering medicines.

### **Procedures**

- Children taking prescribed medication must be well enough to attend the setting.
- Only prescribed medication is administered. It must be in-date and prescribed for the current condition.
- Children's prescribed medicines must be stored in their original containers, with the original prescription label and kept in a locked tin in the allocated cupboard/fridge.
- Parents must give prior written permission for the administration of medication. The key person receiving medication must ask the parent to sign a consent form/medication book stating the following information. No medication may be given without these details being provided:
  - Name and date of birth of child
  - Name of and strength of medication
  - Storage instructions and expiry date
  - Dosage and times to be administered
  - Signature and name of parent and date.
- The administration is recorded accurately each time it is given and is signed by the key person. Parents sign either the medication record book/sheet to acknowledge the administration of a medicine. The medication record book/sheet records;
  - Name of Child
  - Name and strength of medication
  - The date and time of dose
  - Dose given and is;
  - Signed by the key person/room leader and witnessed by another member of staff
  - Verified by parent signature at the end of the session.
- We use the Pre-School Learning Alliance Medication Record Book and our own Medication Record Sheet for recording administration of medicine, as described below

### *Long-term Medication*

#### *(Medication that stays on the premises)*

- The key person must ask the parent/guardian to fill in the PLA Medication Record Book to give consent for us to administer the medication.
- After three months the parent must renew the consent for us to administer the medication, to ensure that the details are still correct.
- It is the responsibility of the designated First Aid person to renew the medication consent every three month's and check the expiry dates of the medication held on the premises.

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- After administration of medication the Medication Record Book must be filled in, ready for the parent/guardian to sign on collection of the child.
- We ensure the spacers for the asthma pumps are cleaned and air-dried every term by the designated First Aid person.
- We ensure that any long-term medication taken off of the premises (other than outings) is signed back into the PLA Medication Record Book by the parent/guardian before we administer the medication.

## *Short-term Medication*

*(Medication that leaves the premises on daily basis)*

- The key person must ask the parent/guardian to fill in a Medication Consent Form.
- Every day the parent must review the consent for us to administer the medication, to ensure the details are still correct and then re-sign and date the medication form.
- After administration of medication the Medication Record Sheet must be filled in, ready for the parent/guardian to sign on collection of the child.

## *Storage of medicines*

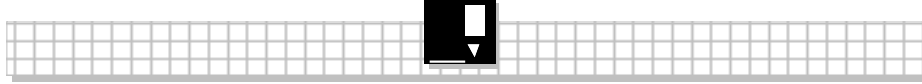
- All medication is stored safely in a cupboard inaccessible to children or refrigerated. Where the cupboard or refrigerator is not used solely for storing medicines, they are kept in a locked tin.
- The child's key person is responsible for ensuring medicines are handed back at the end of the session to the parent.
- For some conditions, medication may be kept in the setting. Key persons check that medication held is in date and returns any out of date medication back to the parent or Pharmacy.
- If administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.
- Where children are capable of understanding when they need medication (e.g. asthma) they should be encouraged to tell their key person what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.

## *Children who have long term medical conditions and who may require ongoing medication*

- An assessment is carried out for each child with long term medical conditions that require ongoing medication. This is the responsibility of the SENCO alongside the key person. Other medical or social care personnel may need to be involved in the assessment.
- Parents should also contribute to an assessment. They should be shown around the setting, understand the routines and activities and point out anything which they think may be a risk factor for their child.
- For some medical conditions key staff will need to have training in a basic understanding of the condition as well as how the medication is to be administered correctly. This should form part of the assessment.
- The assessment should include activities that may give cause for concern regarding an individual child's health needs and include arrangements for taking medicines on outings.
- Where appropriate, a healthcare plan for the child will be sort from the healthcare professional outlining;
  - The key persons role and information to be shared with other staff
  - Measures to be taken in an emergency
- If a healthcare plan is required, this must be in place prior to the child starting the setting.

## *Managing Medicines on outings*

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- If a child with a long term medical condition and/or medication is going on an outing, staff accompanying the child must include the key person, or another member of staff who is fully informed about the child's condition/medication.
- Medication for a child must be taken in a sealed container clearly labelled, along with the consent form/book and record sheet and on returning to the setting the record sheet must be signed by the parent.
- If a child on medication has to be taken to hospital, the child's medication must be taken in a sealed container clearly labelled and a copy of the consent form.

**Date Adopted: 08/07/2014**

**Review Date: 08/07/2015**

**Signed By: Jill Harding**

**Print Name: J Harding**

# CASPER NURSERY



## AGGRESSIVE OR ABUSIVE PARENTS

At this setting we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising.

### **Procedure**

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

- Direct the parent away from the children and into a private area.
- Ensure that a second member of staff be in attendance, where possible whilst ensuring the safe supervision of the children.
- Act in a calm and professional way and ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- Contact the police if the behaviour does not diffuse.
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately.
- An incident form will be completed detailing the time, reason and action taken.
- Management will signpost parents to further support if applicable.
- We do not tolerate aggressive or abusive parents, if we do experience this unwanted behaviour, we will follow our procedures written in our Parents Code of Conduct policy.

**Date Adopted: 08/07/2014**

**Review Date: 08/07/2015**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## BEHAVIOUR MANAGEMENT POLICY

Our setting believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations of their behaviour.

Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example. The principles that underpin how we achieve positive and considerate behaviour exist within the curriculum for promoting personal, social and emotional development.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the setting we aim to set boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both in their own environment and those around them. Restrictions to 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 and acknowledge 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 from implementing the goals of this policy
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key worker system enabling staff to build a strong and positive relationship with children and families
- Have a named person who has overall responsibility for issues concerning behaviour

### **Procedures**

We designate a member of staff who has overall responsibility for our curriculum for supporting personal, social and emotional development, including issues concerning behaviour.

- Our designated person is **Nicola Russell**.
- We require the named person along with each room leader to:
  - keep up-to-date with legislation, research and support changes to policies and procedures in the setting;
  - access relevant sources of expertise where required on promoting positive behaviour and act as a central information source for all involved;
  - attend regular external training events and ensure all staff have relevant in-service training or external training for behaviour management. We keep a record of staff's attendance at this training.
- We expect all members of the setting - children, parents, staff, volunteers and students to keep to the setting rules e.g. class room rules, parent code of conduct etc ; requiring these to be applied consistently.
- We recognise that codes for interacting with other people vary between cultures and require staff to be aware of, and respect, those used by members of the setting.
- 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.



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- We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their key person. We work with parents to address recurring, inconsiderate behaviour using objective observation records to help us to understand the cause and decide jointly on how to respond appropriately.

## *Strategies when children behave in unacceptable ways*

- We never use or threaten physical punishment, such as smacking or shaking.
- We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to property.
- We do not use techniques intended to single out and humiliate individual children in any way. Staff within the setting will re-direct the children towards alternative activities. Discussions will take place respecting their level of understanding and maturity.
- We do not shout or raise our voices in a threatening way to respond to children's inconsiderate behaviour.
- 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.
- 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.
- 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 the setting 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 setting. In some cases we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors.
- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively. We encourage the children to say "Stop I do not like it" in order to tell others that they do not like their inconsiderate behaviour. This method is used by children and practitioners throughout the setting.
- Confidential records will be kept on any negative behaviour that has taken place. Parents will be informed and asked to read and sign any entries concerning their child.
- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs.
- 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, individual strategies will be implemented. Sometimes a child has not settled in well and the behaviour may be a result of "separation anxiety".
- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

## *Rough and tumble play*

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

## *Hurtful behaviour*

We take hurtful behaviour very seriously. Most children under the age of five will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is

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not helpful to label this behaviour as “bullying. Hurtful behaviour for children under five is momentary, spontaneous and often without thought for the feelings of the person whom they have hurt.

## *Anti-Bullying*

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

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

Bullying takes many forms. It can be physical, verbal or emotional but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. It is characterised by intent to hurt, often planned and accompanied by an awareness of the impact of the bullying behaviour and usually occurs in children aged five years and over.

Any form of bullying is unacceptable and will be dealt with immediately. At our setting, all staff follow the procedure below to enable them to deal with challenging behaviour;

- Staff are encouraged to ensure all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child’s development and that it should be channelled in a positive way.
- Children need to be helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems other ways
- Our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or harmless it may seem
- Staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors and out
- Any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in nursery
- All concerns will be treated in the strictest confidence.

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

**Date Adopted: 24/11/14**

**Review Date: 24/11/15**

**Signed By: Jill Harding**

**Print Name: J Harding**

# CASPER NURSERY



## **SAFEGUARDING POLICY** **(INCLUDING ALLEGATIONS AGAINST STAFF)**

Our setting will work with children, parents and the community to ensure the rights and safety of all the children in our care and to give them the best start in life. We safeguard and promote the welfare of all the children and young people entrusted to our care.

### **Procedures:**

The designated person who has overall responsibility for child protection practice is **Nicola Russell** and **Nicola Warman**.

The settings designated person for child protection is responsible for:

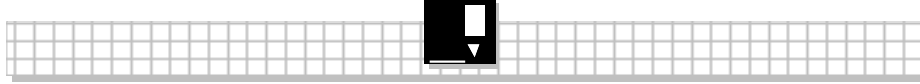
- Co-ordinating child protection action within the setting;
- Liaising with other agencies;
- Ensuring the locally established procedures are followed including reporting and referral processes;
- Acting as a consultant for other setting staff to discuss concerns;
- Making referrals as necessary;
- Maintaining a confidential record system;
- Representing or ensuring the setting is represented at inter-agency meetings Strategy Discussions and Child Protection Conferences;
- Managing and monitoring the setting's part in child care and child protection plans;
- Ensuring all setting staff have received appropriate and up to date child protection training;
- Liaising with other professionals.

As part of the ethos of the setting we are committed to:

- Maintaining children's welfare as our paramount concern;
- Providing an environment in which children feel safe, secure, valued and respected, confident to talk openly and sure of being listened to;
- Providing suitable support and guidance so that children have a range of appropriate adults who they feel confident to approach if they are in difficulty.
- Using learning at the setting to provide opportunities for increasing self awareness, self esteem, assertiveness and decision making so that young children have a range of contacts and strategies to ensure their own protection and understand the importance of protecting others.
- Working with parents to build an understanding of the setting's responsibility to ensure the welfare of all children including the need for referral to other agencies in some situations;
- Ensuring all staff can recognise the signs and symptoms of abuse and are aware of the setting's procedures and lines of communication;
- Monitoring children who have been identified as "in need" including the need for protection, keeping confidential records which are stored securely and shared appropriately with other professionals.
- Developing effective and supportive liaison with other agencies.
- Helping agencies to work together in taking a common approach to assessment and service planning.

*What is child abuse?*

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The Children Act 1989 refers to “Significant Harm” rather than abuse. However, abuse is any behaviour, action or inaction, which significantly harms the physical and/or emotional development of a child. A child may be abused by parents, other relatives or carers, professionals and other children, and can occur in any family, in any society, regardless of social class or geographical location.

Abuse falls into four main categories (the following definitions are from Working Together to Safeguard Children 2006):

## *Physical Abuse*

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

## *Emotional Abuse*

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being made and/or include interactions that are beyond the child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

## *Sexual Abuse*

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

## *Neglect*

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

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers);
- ensure access to appropriate medical care or treatment.

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It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

The leaflet "Child Protection Guidelines for Early Years" which describes signs and symptoms of abuse is distributed to all staff and displayed in the main office.

## *What may give cause for concern:*

- Bruising on parts of the body which do not usually get bruised accidentally, e.g. around the eyes, behind the ears, back of the legs, stomach, chest, cheek and mouth (especially in a young baby), etc.
- Any bruising or injury to a very young, immobile baby.
- Burns or scalds
- Bite marks
- Any injuries or swellings, which do not have a plausible explanation.
- Bruising or soreness to the genital area.
- Faltering growth, weight loss and slow development.
- Unusual lethargy.
- Any sudden uncharacteristic change in behaviour, e.g. child becomes either very aggressive or withdrawn.
- A child whose play and language indicates a sexual knowledge beyond his/her years.
- A child who flinches away from sudden movement.
- A child who gives over rehearsed answers to explain how his/her injuries were caused.
- An accumulation of several minor injuries and/or concerns.
- A child who discloses something which may indicate he/she is being abused.

Complex forms of abuse can often be difficult to identify and may even fall into more than one category. Some examples are:

- Fabricated / Induced Illness (FFI): This form of abuse occurs when a child is presented for medical attention with signs or symptoms which have been fabricated or induced by the child's carer.
- Harmful practices related to culture and faith based beliefs: Not all practices related to culture, faith and beliefs are harmful, but there are some that are unsafe and illegal in the UK. These include, branding a child as a witch, breast ironing, child trafficking, cupping therapy, female genital mutilation, forced marriage, honour based violence, harsh forms of physical chastisements, scaring initiations and certain healing practices and initiations
- Child Trafficking: The recruitment and movement of children for exploitation. This can be for sexual exploitation, forced labour, domestic servitude, criminal activity, for example, Benefits fraud, forced marriage or the removal of organs
- Child Sexual Exploitation (CSE): Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people receive 'something'; for example, food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money in return for them performing or have others perform sexual activities with them. Child sexual exploitation can happen using technology without the child's immediate recognition; for example, being persuaded to post sexual images on the Internet and Sexting via mobile devices without immediate payment or gain. In all cases, those exploiting the child or young person have power over them by their age, gender, intellect, physical strength and, or economic or other resources. Violence, coercion and intimidation are commonly involved in exploitative relationships, being characterised in the main by the child or young person's limited availability of choice, because of their social, economic and or emotional vulnerability (DCSF 2009).

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- Grooming: Where someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse or exploitation. Children and young people may be groomed online or in the real world, by a stranger or by someone they know, for example, a family member, family friend or a member of the community, for example a teacher, religious leader or optician
- Online abuse: Any type of abuse that happens on the web, whether through social networks, playing online games or using mobile devices
- Female Genital Mutilation (FGM): Also, known as female circumcision, is defined by World Health Organisation as a range of procedures that involves “the partial or total removal of the external genitalia or injury to the female genital organs whether for cultural or any other non-therapeutic reasons. According to 2007 Prevalence Study by FORWARD UK, it is estimated that 140 million girls worldwide have been affected and 24,000 girls in the UK are at risk annually. FGM is child abuse and illegal in the UK. The procedure is usually carried out on young girls at some time between infancy and the age of 15, however most likely between 6 - 8 years of age.
- Radicalisation and Extremism: Where a person is encouraged to become an advocate of a radical political or religious movement which supports terrorism and or violent extremism. Children may be exposed to messages about terrorism and or extremism through a family member or friend, a religious school or group, or through social media and the internet. This creates risk of a child or young person being drawn into criminal activity and exposure to significant harm. Staff need to be vigilant for students exhibiting signs of extremism as there are dangers of exploitation and grooming of children by extremist groups. The Prevent Duty document issued by the Department for Education (DfE) in June 2015 offers advice to professionals in education. Training on how to detect and prevent radicalisation was made mandatory from September 2015.
- Forced marriages: be planned by parents, other family members or religious leaders. It may involve physical, sexual and, or emotional abuse.

## *Responding to suspicions of abuse*

- Where such evidence is apparent, the child’s key person keeps a factual record of any concerns and discusses what to do with the designated person. If there are serious concerns and the designated person is not available but immediate advice is needed, then we contact the local Children’s Social Services and/or Area Children’s Officer (Safeguarding) details of which are on the leaflet “**Child Protection Guidelines for Early Years**” **situated in the office**. We co-operate fully in any subsequent investigation. In some cases, this may mean the police or other agencies identified by the local Safeguarding Children’s Board.
- The record should be signed and dated for future reference and stored in the incident folder kept in the office.
- If appropriate, the key person should share any initial concerns with the parent/carer about their suspicions/worries, as there may be a perfectly innocent explanation, and the parent/carers response should be commented on the record.

## *Concerns or uncertainties*

- If we have a concern about a child, which does not appear to justify a referral of suspected child abuse, but nonetheless makes us feel uncomfortable, following discussion with the designated person, we will contact either:
  - Area Children’s Officer (Safeguarding) – see leaflet in office
  - Children’s Social Services and ask for the Duty and Assessment Team for Children and Families stating we want “**A consultation with the Duty Social Worker on a child protection issue**”

# CASPER NURSERY



- We do not have to give the child's name at this point and the Duty Social Worker will advise whether our concerns justify making a child protection referral.
- If the Duty Social Worker considers the child to be a "Child in Need" rather than a "Child at Risk of Significant Harm", we will make a referral to Children's Social **with the parent's agreement**.
- We recognise that families experiencing difficulties need to be given help and support and our influence and guidance in the referral process is very important.
- Where the family concerned is reluctant for Children's Social Services to be contacted, following discussion with the designated person, we will ask the parents/carer's permission to contact another relevant agency on their behalf e.g. Health Visitor. We will ensure the parent's permission is obtained and recorded.

## *Serious Concerns and Referral to the Local Authority Care Team*

- If we have a serious concern about a child and we;
  - suspect abuse;
  - do not get an explanation which we feel is consistent or acceptable from the parents/carer;
  - feel discussing the issue with the parents may put the child at further risk of significant harm;
  - think a criminal offence has been committed
- The designated person will contact **the area children's officer** Peter Lewer on 03000415648 or the central duty team.
- If the designated person is not available, then staff should speak to the most senior manager on duty.
- **Central Duty team can be contacted on 03000411111**. The Out of Hours central duty can be contacted on 03000419191.
- If staff have any concerns that a child is showing any vulnerability to being drawn into terrorism or extremism the **area children's officer** can be contacted or the Kent Channel coordinator at [channel@kent.pnn.police.uk](mailto:channel@kent.pnn.police.uk). Staff can also contact the local police on 101 ( non-emergency number) who can advise if this would be a case for Channel. Concerns can also be raised by email to: [counter.extremism@education.gsi.gov.uk](mailto:counter.extremism@education.gsi.gov.uk).
- When making a referral, the designated person will need to provide the following information when telephoning:
  - The name, address, date of birth, ethnic origin and gender of child
  - The names and contact telephone numbers of parents, and other carers or close family members if known.
  - The name, address and telephone number of the child's Doctor and Health Visitor if applicable
  - The nature of the injuries observed, and/or the reason for your concerns.
- We will follow up the telephone referral in writing within 24 hours by completing an inter-agency referral form, which are available from the Kent Safeguarding Children Board website. ([www.kscb.org.uk](http://www.kscb.org.uk)).
- Under Section 47 of the Children Act 1989, Local Authorities have a statutory duty to make enquiries where they have "reasonable cause to suspect that a child is suffering, or is likely to suffer significant harm". The Children's Social Services carries this responsibility on behalf of the Local Authority.
- Once we have made the referral, the statutory responsibility to the child has been fulfilled.
- Social Services take all referrals seriously, and the needs of the child and family will be assessed, so that the appropriate enquiries are followed up and support can be put in place.
- Enquiries will be made to other professionals and the child's family.

# CASPER NURSERY



- We may be included in these enquiries, and may be part of the ongoing support for the child. Under Section 47 (9) all staff at the setting has a duty to co-operate fully with these enquiries if required to do so.
- The designated person or the child's Key Person should be invited to participate in any meetings set up for the child and for confidentially reasons any information regarding the referral will be given to us on a "need to know" basis only.

## *Allegations of abuse against Staff or Volunteers in the Setting*

- If an allegation of abuse against a member of staff or volunteer is made, the designated person will be informed immediately and complete the form "**Recording Allegations or Complaints made against Staff**". A copy of the form is kept in the office
- The designated person will contact the **Area Children's Officer (Safeguarding), Peter Lewer, details of which are held in the office.**
- The Area Children's Officer (Safeguarding) will assess whether the allegation reaches the threshold for referral to the Police/Children's Social Services and will advise us accordingly regarding further action to be taken in respect of the child and member of staff or volunteer.
- The designated person will **not** discuss the allegation with the member of staff or volunteer concerned, unless advised to do so by Area Children's Officer (Safeguarding) or Children's Social Services.
- All staff are made aware that it is a **disciplinary offence not to report concerns about the conduct of a colleague that could place a child at risk.** If a member of staff or volunteer has any concerns they must speak to the designated person immediately.
- If Children's Social Services and/or the Police decide to carry out an investigation, the member of staff or volunteer may be suspended whilst the enquiries are carried out. If this is the case, we will invoke the Company's Disciplinary Procedure.
- We will not carry out an investigation **unless** Children's Social Services and the Police decide it is not appropriate for them to do so. If we do carry out our own investigation, it will be in line with the Company's Disciplinary Procedure.
- We understand that Ofsted may wish to undertake further investigations.

## *Independent Barring Board*

- Where a member of staff or volunteer is dismissed from the setting because of misconduct relating to a child, we notify the Independent Barring Board administrators so that their name can be included on the list for the Protection of Children and Vulnerable Adults Barred List.

## **The legal framework:**

- Children's Act (1989, 2004, 2006)
- The Early Years Foundation Stage
- Section 175 and 176 Education Act 2002, and related guidance including The Framework for the Assessment of Children in Need and their Families (1999)
- Working together to Safeguard Children (2010)
- Protection of Children's Act (1999)
- Data Protection Act (1998)
- Safeguarding Vulnerable Groups Act (2006)

Date Adopted:13/10/2014

Review Date: 04/01/2017

Signed By: Nikki Russell

Print Name: N Russell



# CASPER NURSERY



## **COMPUTERS AND ELECTRONIC COMMUNICATIONS (E SAFETY)**

Casper nursery believes that online safety (e safety) is an essential element of safeguarding children and adults in the digital world, when using technology such as computers, tablets, mobile phones or games consoles.

Casper nursery identifies that the internet and information communication technologies are an important part of everyday life, so children must be supported to be able to learn how to develop strategies to manage and respond to risk and be empowered to build resilience on line.

Casper nursery has a duty to provide the community with quality internet access to raise education standards, promote achievement, support professional work of staff and enhance management functions.

Casper nursery identifies that there is a clear duty to ensure that all children and staff are protected from potential harm on line.

### **Procedures.**

#### *E-mail and Internet Use*

Internet and E-mail access is strictly forbidden by any member of staff other than the Management Team, due to the nature of the business, unless prior permission is obtained from the manager.

#### *IPad*

Casper nursery will take action to prevent accidentally access to any inappropriate websites by supervising all children who are playing on the IPad and having parental controls on downloading apps. If the setting is made aware that a child or a member of staff has been inadvertently exposed to any inappropriate content on the internet, then Casper nursery will ensure that the designated safeguarding lead is informed. We will ensure any copies which may exist of the image or page are deleted and are reported to Internet Watch Foundation via [www.iwf.org.uk](http://www.iwf.org.uk). If there is an immediate risk of harm to a child the police and children's social services will be contacted.

#### *Personal Blogs*

You are free to set up personal weblogs or "blogs" on the internet, provided they do not breach the law or disclose any of the company's confidential information, breach copyright, defame the company or its suppliers, customers or employees; bring the organisation into disrepute, or disclose personal data or information about any individual that could breach the Data Protection Act 1998.

#### *Social Networking websites*

The company respects employees have a right to a private life. However, the company must also ensure that confidentiality and its reputation are protected. It therefore requires that if members of staff use social networking websites to:

- refrain from identifying yourself as working for the setting or even that you are a nursery practitioner for fear of your own safety and being targeted by on line paedophiles
- ensure you do not conduct yourself in a way that is detrimental to the setting; and

# CASPER NURSERY



- take care not to allow interaction on these websites to damage working relationships between members of staff and service users of the setting.

If a practitioner finds themselves in a situation where they can be associated to a person who should not be near children, due to former convictions/investigations of violence, abuse or drugs, then they should speak to the manager as soon as possible, so the local authority Child Protection team can be contacted for support. It will be gross misconduct if it is known if a practitioner is withholding vital information.

## *Telephone Use (including Mobile Telephones)*

The company provides its employees with access to the telephone for work-related purposes. It is the policy of the company that mobile telephones are not to be used during working hours and must be locked away in the lockable tin and put in the locked draw. At the start of the staff's working session it will be placed in the tin and signed in by the manager. The staff can sign the phone out when on their lunch break but can only use this in areas where children are not present.

However, if there is an urgent personal call that you need to make, then staff will be able to use the settings telephone or use their personal mobile, but this must be put back into the locked tin straight away, if this does not interfere with their work, nor take up an unreasonable amount of time. Staff will need permission from the manager or the most senior member of staff on duty.

Any after school club child that may bring in a mobile phone or any device that can access the internet or take pictures must be locked in the tin and signed in and out.

## *Cameras*

It is an offence to possess, distribute, show and make indecent images of children. Casper Nursery will take action regarding of indecent images of children, regardless of the use of the settings equipment or personal equipment, both on and off the premises.

It is the policy of the company that personal cameras are not to be used in the setting. If photographic evidence is needed to aid children's learning and development, then only the settings camera can be used.

If the setting is made aware that a member of staff is found in possession of indecent images of children on any of their electronic devices, Casper will ensure that the designated safeguarding lead is informed, who will then call the police and the local authority designated officer (LADO) and all other policies will be followed in accordance.

## *Monitoring*

The company reserves the right, but not duty, to monitor all aspects of its electronic resources. This includes data, email and electronic storage systems. The company also reserves the right for business and security purposes to audit and monitor information on all systems, electronic mail, telephone and information stored on computer systems or media, without notice. The company also reserves the right to retrieve the contents of any employee communication in these systems.

**Failure to comply with any of the above procedures is a serious matter and will be dealt with in accordance with the Company's disciplinary procedure.**

Date Adopted: 14/10/2015

Ammend Date: 18/11/2016

Signed By: Nikk Russell Manager

# CASPER NURSERY



## **CHILDREN WITH ALLERGIES, WHO ARE SICK OR INFECTIOUS.**

We promote the health and wellbeing of the children in our care by requesting details of any known allergies, preventing contact with allergenic substances and through preventing cross infection of viruses and bacterial infections.

### **Procedures for Children with Allergies**

- When parents start their children at the setting they are asked if their child suffers from any known allergies, the nature of the allergic reactions and any medication required. This is recorded on the registration form and a list of children with allergies is kept in each room.
- Parents and medical professionals train staff in how to administer special medication in the event of an allergic reaction.

### **Procedures for children who are sick or infectious**

- If a child appears unwell during the day – has a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – the key person calls the parent or main carer and after discussion with the parent or main carer, we may ask them to collect the child, or send a known carer to collect them on their behalf
- If a child has a temperature (above 37°C), they are kept cool, by removing top clothing, sponging their heads with cool water, but kept away from draughts.
- Temperature is taken using a digital thermometer under the arm or mouth. The thermometer is kept in the first aid box in the kitchen and is sterilised after use each time.
- In extreme cases of emergency the child should be taken to the nearest hospital and the parent informed.
- We recommend parents take their child to the doctor before returning them to the nursery; the nursery can refuse admittance to children who have a temperature, sickness and diarrhoea or contagious infection or disease in order to prevent cross infection.
- After sickness and diarrhoea, parents are asked to keep children home for 48 hours or until a formed stool is passed as recommended by the Health Protection Agency.
- The setting has a list of excludable diseases and current exclusion times. These can be found in the office area.
- If a child goes home or has a temperature above 37°C, the Key Person records details of the child's illness, any measures taken to alleviate condition and who was contacted on the "Sickness Report Form" kept in the office.

### *Reporting notifiable diseases*

- If a child or adult is diagnosed suffering from a notifiable disease under the Public Health (Infectious Diseases) Regulations 1988, the GP will report this to the Health Protection Agency.
- When the setting becomes aware, or is formally informed of the notifiable disease, the manager informs Ofsted and acts on the advice given by the Health Protection Agency.

### **Body fluids procedure**

- Viruses, including HIV, Hepatitis A, B and C are spread through body fluids. Hygiene precautions for dealing with body fluids are the same for all children and adults.

# CASPER NURSERY



- Single use vinyl gloves and aprons are worn when changing children's nappies, pants and clothing that are soiled with blood, urine, faeces or vomit.
- Protective gloves and aprons are used for cleaning/slucing clothing after changing.
- Soiled clothing is rinsed and bagged for parents to collect.
- Spills of blood, urine, faeces or vomit are cleared using paper towels and/or "Emergency" and any cloths used are disposed of with the clinical waste. The area is cleaned using a mild disinfectant (Milton Fluid).
- Tables and other furniture, furnishings or toys affected with blood, urine, faeces or vomit are cleaned using a mild disinfectant (Milton Fluid).

## **Nits and head lice**

- Nits and head lice are not an excludable condition, although we will speak to parents regarding treatment of continuous infestations.
- On identifying cases of head lice, posters are displayed on the notice boards informing all parents and asking them to treat their child if they are found to have head lice.

**Date Adopted: 16/11/2014**

**Review Date: 16/11/2015**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## CHILDREN'S SAFETY AND SECURITY

We maintain the highest possible security of our premises to ensure that each child is safely cared for during their time with us.

### **Procedures**

#### *Children's personal safety*

- Adults sometimes supervise children on their own and are given a walkie talkie to aid communication. Each adult is responsible for ensuring their walkie talkie is in good working order and kept on them at all times.
- The indoor and outdoor areas are available to the children simultaneously for the majority of the day and staff must ensure that all areas and activities are adequately supervised at all times.
- Whenever children are on the premises at least two adults are present.
- Staff must ensure that children are adequately protected from extremes in weather i.e. sunhats and suncream in hot weather and appropriate clothing and footwear when wet.
- We ensure children understand how to keep themselves safe and others safe by adults using activities to help them learn about safety and talk with them about how accidents can happen by encouraging;
  - Children not to open the gates, doors or go into unrestricted areas by using red hand visual aids.
- We ensure that children's concerns are taken seriously by treating the children with respect, valuing their views and feelings and listening and responding positively to every child. Adults ensure that children learn about the boundaries of acceptable language and behaviour.
- We ensure all staff and parents are clearly informed of the settings responsibilities and policies regarding safeguarding children. The child protection and safeguarding policy is readily accessible and includes detailed steps on what to do if we are worried about child abuse and what to do if an allegation is made against adults in the setting. The policy is reviewed annually.
- If we are worried about a child's appearance or behaviour we will talk to the child's parents or main carer. We will keep written records of our worries. These records will be kept confidential to nursery staff and we will show them to the child's parents or main carer and ask them for their comments.
- If we are seriously worried about a child we may ask the advice of the Duty Officer at Social Services about our concerns. If this happens we will advise the child's parents or other carer at the same time, unless there is a situation where to do this would put the child at more risk.
- We operate efficient recruitment and vetting procedures to ensure all adults are suitable to work with or to be in regular contact with children. All adults will be interviewed by an interview panel, including the Director and will request references from people asking if they know whether the adult is safe to work with children. All adults within the setting will have advanced CRB police checks to ensure they have not committed a violent offence or hurt children in the past. All new members of staff will have an induction and regular mentoring to ensure they are suitable to be working with children.
- We ensure the majority of adults within the settings are fully qualified and properly trained to look after children. Students and volunteers are not permitted to ever be in sole charge of a child/children or take children off the nursery site without a qualified member of staff.
- We ensure the majority of adults within the settings have current training in child protection, health and safety and paediatric first aid.

# CASPER NURSERY



## *Security*

- Systems are in place for the safe arrival and departure of children.
- The times of children's arrivals and departures are recorded on the registers by the child's key person. If a child arrives after the normal entry times the staff member who meets the child is responsible for entering their arrival time in the register.
- The registers are double checked at the beginning of the session and before any outings to ensure everyone present is signed in.
- We do regular headcounts throughout each session.
- The arrival and departure times of adults, including staff, volunteers and visitors are recorded on the Staff Register and the Visitors Book situated in the office area.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- We have effective measures to ensure the premises are secure and children are only collected by authorised persons. We ensure children's details are updated regularly.
- We do regular risk assessments to highlight potential hazards both inside and outside of the settings. All resources are checked to ensure children do not play with damaged or broken equipment. All outings are well planned and a risk assessment is done prior to the outing.
- We inform parents or carers of all accidents. Where appropriate we record details of the accident which documents the child involved, the nature of the incident and the treatment given. If necessary, parents or other carers will be contacted as soon as possible and they sign the record to confirm they have been told about the accident.
- If a child arrives with an injury sustained elsewhere, we will ask the parents/carers for an explanation. This will be recorded on the safeguarding form and the parents/carers will be asked to sign the record.
- We have emergency evacuation procedures in place, which are displayed in every room for all staff and parents. We have regular emergency evacuation drills, which include the children, so everyone knows what to do in case of an emergency and to ensure the procedures are kept up to date. We keep records of every emergency evacuation drill.
- The personal possessions of staff and volunteers are securely stored during the sessions and use of mobile phones whilst supervising the children is prohibited.
- We encourage an open door ethos, to enable staff to talk to senior managers if they have concerns about the conduct of any of their colleagues. See the Whistle Blowing Policy for full details.
- CCTV has been installed for both the children's and Practitioner's safety and will be used to investigate if and when accidents occur. Any abusive parents will be reported to the Police.

It is very important to follow the above rules for the safety and welfare of the children and staff. Failure to comply with the above procedure is a serious matter and will be dealt with in accordance with the Company's disciplinary procedure

**Date Adopted: 16/11/2014**

**Review Date: 16/11/2015**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## COLLECTION OF CHILDREN POLICY

We ensure that all children within the setting are collected by an authorised adult\* at the end of a session/day. In the event that a child is not collected by an authorised adult then we will put into practice agreed procedures to ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child in order to cause as little distress as possible and to reassure parents/carers who are unavoidably delayed, their child will be properly cared for.

### **Procedures**

- Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form including:
  - Home address and telephone number. If parents do not have a telephone number, an alternative number must be given;
  - Place of work, address and telephone number (if applicable)
  - Mobile telephone number (if applicable)
  - Names and addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
  - Who has parental responsibility for the child;
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or their usual place of work, they must inform the office and record how they can be contacted in the Diary.
- On occasions when parents or the person normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person(s) who are authorised to collect their child on the registration form.
- On occasions when parents or the person normally authorised to collect the child are not able to collect their child, they must inform the office and we agree with parents how the identification of the person collecting their child will be verified. This is recorded in the Diary and passed on to the child's Key Person.
- Parents are informed that if they are not able to collect their child as planned, they must inform us so that we can begin to take back-up procedures. We inform parents that, in the event that their children are not collected from the setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises, we will apply our procedures as set out in our Uncollected Child Policy.
- *\*An adult will be regarded as a person 16 years of age or over. If a child is to be collected by a person under the age of 16, the parent must provide written consent and give details of the name, age and relationship to the child of the person collecting their child. The parent must specify that they are aware the person is under the age of 16 and they (the parent) will accept full responsibility for that person collecting their child.*

Date Adopted: 01/12/2014

Review Date: 01/12/2015

Signed By: Jill Harding

Print Name: Jill Harding

# CASPER NURSERY



## COLLECTION OF AFTERSCHOOL CLUB CHILDREN

1. Afterschool staff must check for any changes to the registers before they go over to collect the children from the school. Cancellations and extra bookings are made during the day and the answer machine and diary must be checked for any changes.
2. The collections will be done in two groups, Infants and Juniors. A member of staff will be allocated to each group and collect them from the hall at 3pm. Infants will be brought to the hall by a school teacher.
3. The children must wait in an orderly fashion whilst waiting for others to arrive.
4. If there is a child showing as attending in the register who is not in attendance at school and there is no note in the diary or message on the answer machine, firstly check with the School Office to confirm whether; the child was absent from school; they were sent home sick during the day or they are at a school directed club.
  - a. If the child has not been at school, then on return to the Nursery the most senior member of staff on the premises must be informed and a note made on the registers.
  - b. If the child has been at school during the day and cannot be found, the other children should be escorted back to the nursery and the most senior member of staff on the Nursery premises must be informed immediately. The school grounds should be searched first and if there is still no sign of the child, the most senior member of staff must call the parents to ensure that the child should be at the Afterschool Club. If the child should be at the Afterschool Club, then the Missing Child Policy must be followed accordingly.
5. If a child turns up for Afterschool Club but the register shows that child as not attending the Club, inform the school office that you have the child and bring them over to the Afterschool Club, where a telephone call will be made to the parents to inform them the child is safe.
6. **Never** take the word of a child that they are not coming, as changes to parents plans can happen without the child knowing and parents do communicate with the nursery at 3pm when it is too late to notify the appropriate staff member.
7. The children must wait in an orderly fashion whilst making the transition from the School to the Afterschool Club.
8. Once all the children have arrived in the Nursery, the registers for each room will be called at 3.15pm promptly. As children leave the premises to go home they should be crossed off in the register for fire safety reasons.
9. Children in the infant classes attending school directed afterschool clubs will be collected by a member of staff at 4pm. Older children in the junior classes will make their own way to the Nursery at 4pm.
10. Children attending from schools other than Capel-le-Ferne Primary School will have their transport arrangements made by their parents. These children must arrive by 3.15 pm in time for register. Those children arriving after this time, the adult who receives them at the front door is responsible for marking them into the register. The adult taking the 3.15 pm register is responsible for informing the group leader of any children within their group that has not arrived so that the group leader can follow up missing children by 3.30 pm.

Date Adopted: 06/01/2015

Review Date: 06/01/2016

Signed By: Jill Harding

Print Name: Jill Harding



# CASPER NURSERY



## COMPLAINTS POLICY

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

### **Procedure**

#### *Stage one*

- Any parent who has a concern about an aspect of the setting's provision, talks over, first of all their concerns with their child's Key Person. Parents are always welcome to speak directly to the Director or senior management team if they wish.
- Most complaints should be resolved amicably and informally at this stage.

#### *Stage two*

- If this does not have a satisfactory outcome, or if the problem reoccurs, then the parent moves to this stage of the procedure by putting the concerns in writing to the Director of the setting.
- The setting stores written complaints from parents in an appropriate file in the main office.
- When the investigation into the complaint is completed, the Director meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the details are recorded on the settings complaint form.

#### *Stage three*

- If the parent is not satisfied with the outcome of the investigation, they request a meeting with the Director. The Director will seek the advice of OFSTED at this stage of the procedure and advise the parent accordingly.
- The parent may have a friend or partner present if required and the Director should have the support of a colleague present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present at this meeting must sign the record and receive a record of it.
- This signed record signifies that the procedure has been concluded. A copy of the record is stored in an appropriate file in the main office.

#### *Stage four*

- If at stage three's meeting the parent and Director can not reach an agreement, an external mediator is invited to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the actions so far and suggest further ways in which it might be resolved.
- A member of staff or a volunteer from the Pre-School Learning Alliance maybe an acceptable person to be invited to act as a mediator.
- The mediator keeps all discussions confidential and they can hold separate meetings with either party if this decides to be helpful. The mediator keeps an agreed written record of any meetings that are held and any advice they give.

# CASPER NURSERY



## *Stage five*

- When the mediator has concluded their investigation a final meeting between the parent and Director is held. The purpose of this meeting is to reach decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion.
- A record of this meeting, including the decision on the action to be taken is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

## *The role of the Office for Standards in Education, Early Years Directorate (OFSTED) and the Local Safeguarding Children Board*

- Parents may approach OFSTED directly at any stage of this procedure. In addition where there seems to be possible breach of our registration requirements it is essential to involve OFSTED as the registering and inspection body with a duty to ensure Welfare Requirements of the Early Years Foundation Stage are adhered to. The address and telephone number of OFSTED is:

*OFSTED  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2Wd*

*0300 123 1231*

- These details are displayed on our nursery notice board.
- If a child appears to be at risk, we follow the settings Safeguarding and Child Protection procedures and may seek the support of the Local Safeguarding Children Board.
- In these cases, both the parent and setting are informed that the Director works with OFSTED or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by any appropriate action.
- .

## **Records**

- A record of complaint about our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- A setting complaint form is available and the outcome of all complaints will be recorded.

**Date Adopted: 07/01/2015**

**Review Date: 07/01/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## **CONFIDENTIALITY AND DATA PROTECTION POLICY**

*Definition* “Confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others”.

In our setting, staff and managers can be said to have a “confidential relationship” with families. It is our intention to respect the privacy of children and their parents and carers while ensuring that they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. We make parents aware of our statutory requirements to share confidential information with external agencies. There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the Data Protection Act and the Human Rights Act.

### **Procedures**

#### *Confidentiality*

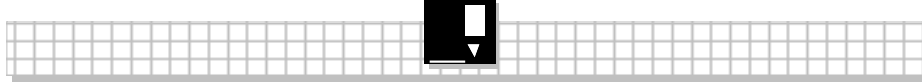
- We always check whether parents regard the information they share with us to be regarded as confidential or not.
- Some parents sometimes share information about themselves with other parents as well as staff; the setting cannot be held responsible if information is shared beyond those parents whom the person has “confided” in.
- Information shared between parents and staff in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it.
- We inform parents when we need to record confidential information beyond the general personal information, for example, with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact or correspondence with external agencies in relation to their child.
- We keep all records securely.

#### *Record Keeping*

To ensure that all those using and working in the nursery can do so in confidence we respect confidentiality in the following ways:

- Parents have ready access to the files and records of their own children but do not have access to information about other children.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child’s needs. Staff induction includes an awareness of the importance of confidentiality.
- Any concerns/evidence relating to a child’s personal safety are kept in a secure and confidential file and are shared with as few people as possible on a need to know basis.
- Personal information about children, families and staff is kept secure on a database at the registered office and in files kept in a filing cabinet within the office area, which is locked and is only accessible to Casper Nursery employees.
- Issues to do with employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions. All personnel files are kept in a locked filing cabinet at the registered office.
- All students and volunteers are advised of our confidential policy and asked to sign a declaration.

# CASPER NURSERY



- Any student, staff member or voluntary member breaking confidentiality will be subject to the Company's Disciplinary Procedure.

**Date Adopted: 02/02/2015**

**Review Date: 02/02/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## EQUALITY AND INCLUSION

Our nursery is committed to providing equal opportunity and anti-discriminatory practice for all children and families. These include race, religion or belief, sexual orientation, disability, age, gender reassignment, sex, disability, marriage and civil partnership, pregnancy and maternity, all of the mentioned are protected under the Equality Act 2010. Different types of discriminatory practice include:

- Direct discrimination
- Discrimination by association
- Discrimination by perception
- Indirect discrimination
- Harassment
- Third party harassment
- Victimisation
- Dual discrimination

### **We aim to:**

- Provide a secure environment in which all our children can flourish and in which all contributions are valued.
- Include and value the contribution of all families to our understanding of equality and diversity.
- Provide positive non-stereotyping information about different ethnic groups and people with disabilities.
- Improve our knowledge and understanding with issues of equality and diversity.
- Make inclusion a thread that runs through all the activities in our nursery.

### **The legal framework for this policy is:**

- The Equality Act 2010

### **Procedure**

Our nursery is open to all members of the community on completion of a registration form.

- We advertise our service widely which allows us to meet all members of our society and provide information in a clear and concise language whether in spoken or written form.
- We have the use of the local authority translator to help with language barriers and we believe our admissions policy is a fair system.
- We do not discriminate against a child with disability or refuse any child entry into our nursery.
- We ensure all parents are made aware of our Equality Policy.

### *Employment*

- Posts are advertised and all applicants are judged fairly. The applicant who best meets the criteria is offered the post subject to references and checks by the Criminal Records Bureau.
- We monitor our application process to ensure it is fair and accessible.
- We do not ask job applicants questions about health issue unless a decision needs to be made to make any reasonable adjustments in access to the interview or to decide whether an applicant can carry out a function that is intrinsic to the position.
- We follow a pay structure that is fair and equal for all employees and allows for open discussion by employees about their pay

# CASPER NURSERY



## *Training*

- We seek training opportunities for all staff and volunteers to enable them to develop practices which enable all children to flourish and regularly review our practices to ensure we are fully implementing our policy for Equality.

## *Curriculum*

The curriculum offered in this nursery encourages children to develop positive attitudes to people who are different from themselves. It encourages children to empathise. We do this by:

- Making children feel valued and good about themselves.
- Ensuring that children have equal access to learning.
- Reflecting the widest possible range of communities in the choice of resources.
- Avoiding stereotyped images in the selection of materials.
- Celebrating a wide range of festivals.
- Creating an environment of mutual respect and tolerance.
- Helping children to understand that discriminatory behaviour and remarks are unacceptable.
- Ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities.
- Ensuring that children who's first language is not English have full access to the curriculum and are supported in their learning.

## *Valuing diversity in families*

- We welcome the diversity of family life and work with all families.
- We encourage children to contribute stories of their everyday life.
- We encourage parents/carers to take part in the nursery life and contribute fully.
- For families who have a first language other than English, we value the contribution their culture and language offers.
- We work in partnership with parents to ensure the medical, cultural and dietary needs of the children are met.
- We help children learn about a range of food, cultural approaches to meal times and to respect the differences among them.

**Date Adopted: 02/02/2015**

**Review Date: 02/02/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## FIRE SAFETY POLICY

We ensure our premises present no risk of fires by ensuring we have the highest possible standard of fire precaution procedures to help us to protect the safety and wellbeing of our children, staff and visitors.

### **Procedures**

- All employees have a duty to take reasonable steps to ensure that they do not place themselves or others at risk of harm.
- Staff are expected to co-operate fully in complying with any fire precaution and evacuation procedures.
- All employees have a responsibility to make sure they are familiar with the layout of the building, noting where fire exits are and where they lead.
- Staff must also ensure the correct use of fire doors, that all fire exits and evacuation routes are clear at all times and that no flammable materials are stored in corridors or on stairs.
- A Fire Officer will be appointed and authorised to complete specific duties and any additional fire safety training will be given.
- A nominated member of staff will be responsible for completing a General Fire Assessment each month with the full risk assessment and the results recorded in the Health and Safety File.
- The Fire Evacuation Procedure is clearly displayed on the premises.
- The Fire Officer is responsible for ensuring the Fire Evacuation Procedure is practised at least every term, the results being recorded in the Fire Drill Report Folder.
- All employees will receive training and instruction on all of the fire evacuation procedure during their induction and will be recorded on the Induction Checklist and kept in their personnel file.
- All fire exits and emergency routes are to be kept clear at all times. These routes will be properly signed and fitted with relevant standard fire doors.
- The premises will have appropriate fire fighting equipment, detectors and alarms which conform to BSEN standards. The fire equipment maintenance will be carried out on an annual basis and records will be kept in the Health and Safety File.
- All electrical equipment will be maintained in accordance with the manufacturer's instructions. Electrical equipment maintenance testing will be carried out on an annual basis and records kept in the Health and Safety File. Any faulty or damaged electrical equipment should be taken out of use until it has been repaired and tested.
- This policy forms part of all employee's conditions of employment. Failure to comply with it may be treated as a disciplinary matter.

*The Fire Drill Report Folder must contain*

- Date and time of the drill
- How long it took
- Whether there were any problems that delayed evacuation
- Any further action taken to improve the drill procedure.

### **Legal Framework**

- Regulatory Reform (Fire Safety) Order 2005

# CASPER NURSERY



- **Date Adopted: 02 /02/2015** **Review Date: 02/02/2016** **Signed By: Jill Harding** **Print Name: Jill Harding**

## **FIRE EVACUATION PROCEDURE**

1. In the event of an emergency the Person in Charge must always take full responsibility, this will be the most senior member of staff on duty.
2. When the fire alarm sounds, all the children should be asked to stop what they are doing immediately and staff should escort them to the nearest emergency exit.
3. As staff exit the building they must:
  - Remain calm and ensure the children stay together and exit in an orderly fashion.
  - Take their room register and conduct a role call at the assembly point to ensure every one is present.
  - Take the Staff Register, Visitors' Book, Mobile Phone and Emergency Cards to the Person in Charge at the assembly point (providing it is safe to do so).
  - Usher any students or visitors within their floor area to the nearest exit (1:1 assistants are responsible for their own special needs child).
  - Check the nearest toilets.
  - Ensure doors are shut behind them.
4. **The assembly point is:**

### **CAPEL-LE-FERNE PRIMARY SCHOOL PLAYGROUND**

5. The Person in Charge will telephone the Fire Brigade on 999 (or 112).
6. The Person in Charge will meet the staff at the assembly point and get a status report on the room registers, call the Staff Register and check the visitors' book. If anyone is missing they will inform the Fire Brigade immediately upon arrival.
7. Staff should not re-enter the building until they are told it is safe to do so.
8. In the event of a real emergency, the Person in Charge will close the nursery and contact parents to collect their children.

**ALL STAFF MUST ENSURE REGISTERS ARE KEPT UP TO DATE AT ALL TIMES!**

**Date Adopted: 09/02/2015**

**Review Date: 09/02/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**



# CASPER NURSERY



## FIRST AID

In our setting staff are able to take action to apply first aid treatment in the event of an accident involving a child or adult.

### **Procedures**

- Every three years Casper Nursery Ltd employs a qualified first aid instructor to train full-time staff in paediatric first aid. Part-time staff are offered training through the local education authority.
- Certificates gained are held in the qualifications folder in the office area of Casper Nursery and the main office at Christ Church Nursery.
- Our first aid kit complies with the Health and Safety Regulations 1981 and are regularly checked by a designated member of staff and re-stocked as necessary.
- Each room houses its own first aid box and they are all easily accessible to the adults but out of reach of the children. A bum-bag with first aid equipment is kept in the office area to be used on outings.
- At the time of admission to the setting parent's written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.
- Minor injuries will be treated by a qualified first aid practitioner. For more serious injuries an informed decision will be made to seek treatment from a medical professional. Depending on the seriousness of the injury, either the emergency services will be called or the child will be taken to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary on the understanding that parents have been informed and are on their way to the hospital.

### *Dealing with bodily fluids)*

We always take precautions when cleaning wounds involving blood, as some conditions e.g. hepatitis can be transmitted by blood and other bodily fluids.

- Disposable gloves and aprons must be worn and any spillage of blood (or other bodily fluids) must be wiped up with disposable cloths and neat sterilising fluid. Emergency should be used for vomit only.
- Cloths and solution must be carefully disposed of immediately after use.

### **Legal Framework**

- Health and Safety (First Aid) Regulations (1981)

Date Adopted: 09/02/2015

Review Date: 09/02/2016

Signed By: Jill Harding

Print Name: Jill Harding

# CASPER NURSERY



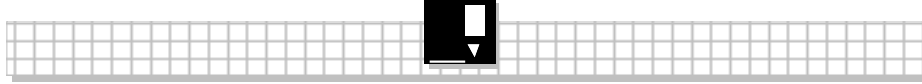
## FOOD AND DRINK POLICY

The setting regards snacks and mealtimes as an important part of each setting's session/day. Eating represents a social time for children and adults and helps children to learn about healthy eating. At snack and meal times, we aim to provide nutritious food, which meets the children's individual dietary needs.

### **Procedures**

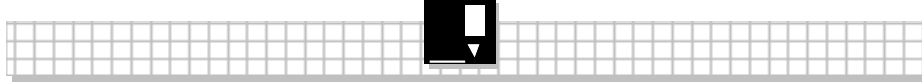
- Before a child starts to attend the setting, we find out from parents their children's dietary needs and preferences, including any allergies.
- We record information about each child's dietary needs on the child's registration record and parents sign the record to signify that it is correct. This information is transferred onto the 'Fire Cards' used for evacuations and outings.
- We regularly consult with parents to ensure our records of their child's dietary needs, including any allergies, are up to date. Parents sign the updated record to signify that it is correct.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- We implement systems to ensure that children receive only food and drink which is consistent with their dietary needs and their parents' wishes.
- We provide nutritious food at all snack times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings.
- We include essential minerals and vitamins in raw foods, salads and fruits.
- We include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Through discussion with parents and research reading by staff, we obtain information about the dietary rules of religious groups to which children and parents belong, and of vegetarians and vegans and about food allergies. We take account of this information in the provision of food and drinks and details are displayed in each room.
- We require staff to show sensitivity in providing for children's diets and allergies. Staff do not use a child's diet or allergy as a label for the child or make a child feel singled out because of his/her diet or allergy.
- We support children to develop good hygiene practices e.g. washing their hands before and after preparing and eating meals.
- We organise meal and snack times so that they are social occasions in which children and staff participate.
- We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
- We provide children with utensils which are appropriate for their ages and stages of development and which take account of the eating practices in their cultures.
- We have fresh water and milk available throughout the day for the children. We inform the children about how and where to obtain the water/milk and they can help themselves to this at any time of the session/day.
- We have rules about children sharing and swapping their food with one another in order to protect children with food allergies.
- For children who drink milk, we provide semi-skimmed pasteurised milk.

# CASPER NURSERY



- Staff are aware that they do not clean the tables until all the children have finished their meal or snack and have moved away. This is to prevent children from inhaling any chemicals from the cleaning products.
- Registered providers must notify Ofsted of any food poisoning affecting two or more children. Notification can be made as soon as reasonably practicable, but in any event within 14 days of the incident. Failure to do this is committing an offence.

# CASPER NURSERY



## *Packed lunches*

- For children who bring their own food at lunchtimes, we store their lunchboxes in refrigerators located in the kitchen.
- We encourage parents to provide healthy lunches with healthy fillings, fruit and milk based desserts such as yoghurt or crème fraiche. We discourage packed lunch contents that consist largely of crisps, processed foods, sweet drinks and sweet products such as cakes and biscuits.
- We inform parents we have facilities to microwave cooked food brought from home
- We provide children with plates, cups and cutlery
- We ensure Key Persons sit with their key children to eat their lunch so that the mealtime is a social occasion.
- We put any uneaten food (with the exception of yoghurts etc) back into the lunchbox, so that parents are aware of what and how much their child has eaten.

## **Legal Framework**

- Regulation (EC) 852/2004 of the European Parliament and of the Council of hygiene and foodstuffs

**Date Adopted: 23/02/2015**

**Review Date: 23/02/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## HEALTH AND SAFETY – GENERAL STATEMENT OF POLICY

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children are cared for and learn. We provide information, training and supervision to meet this purpose and we wish to develop and promote a strong health and safety culture within the setting for the benefit of all staff, children and parents. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

### **Responsibility**

Responsibility for Health and Safety in the setting is that of **Nikki Russell, (Manager.)**

The Manager, Nikki Russell has overall and final responsibility for this policy being carried out.

All employees have the responsibility to co-operate with senior staff and the Director/Manager to achieve a healthy and safe setting and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem, which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the senior member of staff on duty.

Daily contact and monthly staff meetings provide consultation between management and employees, this will include health and safety matters.

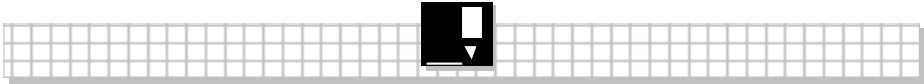
### **Aims and objectives**

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the setting
- Establish and maintain safe working procedures amongst staff and children
- Make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the setting, to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe setting and safe entry and exit from it
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the setting premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the setting
- Follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth including undertaking appropriate risk assessments
- Maintain a safe environment for those with disabilities and ensure all areas of the setting are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate responses by the management.

# CASPER NURSERY



# CASPER NURSERY



We believe the risks in the setting environment to be low and we will maintain the maximum protection for children, staff and parents. The setting will:

- Ensure adequate public liability and employer's liability is in place and certificates are clearly displayed
- Ensure all entrances and exits from the building, including fire exits, remain clear at all times
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and especially children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Prohibit smoking on the setting premises and ensure staff/visitors adhere to the no smoking policy
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge
- Prohibit running inside the premises unless in designated areas
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the setting
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Wear protective clothing when cooking or serving food
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the setting
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Ensure there are adequate adult to child ratios at all times
- Ensure children sleeping are checked regularly and the monitoring system is on.
- Ensure no student is left unsupervised at any time.
- Ensure faulty equipment is removed from use and repaired if possible.
- Ensure hot drinks are consumed in the office or staff room only. No canned drinks, sweets or crisps are kept or consumed in the nursery rooms (except for lunchtimes only).

## Health and safety training

Person responsible for monitoring staff training is Jill Harding:

Area	Training required	Who
Paediatric First aid	In house training/course	All staff
Safeguarding/Child protection	In house training/course	All staff and students
Risk assessment	In house training	All Nursery Practitioners
Fire safety procedures	In house training	All staff and students
Manual handling	Induction training	All Nursery Practitioners and students

At least one member of staff on duty MUST hold a full paediatric First Aid certificate.

# CASPER NURSERY





# CASPER NURSERY



## Health and safety procedures

- All staff are responsible for general health and safety in the setting
- Risk assessments will be conducted on all areas of the setting, including rooms, activities, outdoor areas, resources and cleaning equipment
- All planned outings away from the setting will include a prior risk assessment – details are included in our outings policy
- All equipment and areas will be checked thoroughly by staff before children access the area. These checks will be recorded in each room and initialled by the staff responsible. All unsafe areas will be rectified by this member of staff to ensure the safety of children, if this cannot be achieved the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and basic care needs, e.g. easy to access toilet area and fresh drinking water
- The setting will adhere to Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe around any chemicals we may use on the premises
- All staff and students will receive appropriate induction training in all areas of health and safety which will include risk assessments, manual handling and fire safety
- We have a clear accident and first aid policy to follow in the case of any person in the setting suffering injury from an accident or incident
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the setting. This is to be shared with all staff, students and parents visiting the setting
- All health and safety matters are reviewed informally on an ongoing basis and formally at staff meetings or when something changes. Staff and parents will be notified of any updates as and when they happen.
- Staff are able to contribute to any policy through the regular meetings held at the setting.
- All animals visiting the setting are free from disease, safe to be with children and do not pose a health risk.
- All staff follow good personal hygiene routines and encourage the children to adopt the same routines themselves.
- The setting is cleaned daily and regular checks are made in the toilet areas. The nappy changing facility and potties are cleaned after every use.
- The children's equipment, dressing up clothes and furnishings are cleaned regularly.

## Daily Safety Checks

Safety checks must be carried out on a daily basis on the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas and recorded to show any issues and solutions.

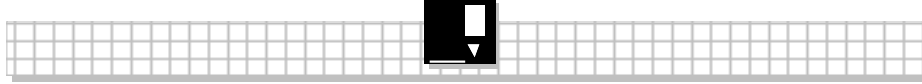
All staff should be constantly aware of the setting environment and monitor safety at all times.

## Risk assessments

The setting carries out written risk assessments termly. These are regularly reviewed and cover potential risks to children, staff and visitors at the setting. When circumstances change in the setting, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment, dependent on the nature of this change.

All nursery practitioners are trained in the risk assessment process to ensure understanding and compliance. All planned outings away from the setting are individually risk assessed. Further details are included in our Outings Policy.

# CASPER NURSERY



Risk assessments document the hazard, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, the timescale for each action and who is responsible for what action.

# CASPER NURSERY



## Electrical equipment

- All portable electrical equipment is checked annually by a qualified electrician
- All electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level
- Electrical sockets are all risk assessed and appropriate safety measures are in place to ensure the safety of the children.

## Mains information

Locations of:

- Water stop tap: Boiler Room
- Gas point: Boiler Room
- Fuse box: Staff Room
- Main electricity box: Staff Room

## Dangerous substances

All dangerous substances including chemicals MUST be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron and goggles.

## Room temperatures

- Staff should be aware of room temperatures in the setting and should ensure that they are suitable at all times and recorded on the appropriate sheet. There is a thermometer in each room to ensure this is monitored
- Staff must always be aware of the dangers of babies and young children being too warm or too cold
- Temperatures should not fall below 18°C in the baby rooms and 16°C in all other areas
- Where fans are being used to cool rooms, great care must be taken with regard to their positioning.

## Water supplies

- A fresh drinking supply is available to all children, staff and visitors
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

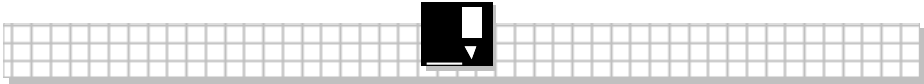
## Gas appliances

- All gas appliances are checked annually by a registered Gas Safety Register engineer
- Carbon monoxide detectors are fitted.

## Legal Framework

- Health and Safety at Work (1974)
- Management of Health and Safety at Work Regulations 1992
- Electricity at Work Regulations 1989
- Control of Substances Hazardous to Health Regulations (COSHH) (2002)
- Manual Handling Operations Regulations 1992 (as amended)
- Health and Safety (Display Screen Equipment) Regulations 1992

# CASPER NURSERY



Date Adopted: 23/02/2015

Review Date: 23/02/2016

Signed By: Jill Harding

Print Name: Jill Harding

# CASPER NURSERY



## HEALTH AND SAFETY - ACCIDENTS AND INCIDENTS

Accidents and incidents can be very distressing for anyone involved. We follow these procedures to ensure all parties are supported and cared for, and their health, safety and welfare is protected throughout their time in the setting

### **Procedures for Accidents**

*Location of accident file: **Main Office***

- The Accident File will be kept for at least 21 years

### **Children**

- The person responsible for reporting accidents is the member of staff who witnesses the accident. They must record it on an Accident Form and report it to the child's Key Person or Person in Charge. This should be done as soon as the accident has been dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Form, informed of any first aid treatment given and asked to sign it as soon as they collect their child.
- Minor injuries will be treated by a qualified paediatric first aid practitioner.
- Where medical treatment is required for more serious injuries, the Person in Charge will seek treatment from a medical professional and notify the parent(s) as soon as possible
- The Person in Charge will report any accidents of a serious nature to Ofsted and follow the guidelines for the reporting of accidents and incidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- The Person in Charge will report accidents of a serious nature to the Registered Person (Jill Harding) for investigation or for further action to be taken

### *Transporting a child to hospital*

- Depending on the severity of the injury either the emergency services will be called or the child will be taken to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary. If the injury is severe, an ambulance will be called immediately. DO NOT attempt to transport the child in a private vehicle.
- Whilst waiting for the ambulance, the parent(s) will be contacted and arrangements made to meet them at the hospital
- The Key Person or a senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately
- Practitioners should remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance.

### **Adults**

- The person responsible for reporting accidents is the member of staff who witnesses the accident. They must record it on an Accident Form and report it to the Person in Charge. This should be done as soon as the accident has been dealt with, whilst the details are still clearly remembered.
- Minor injuries will be treated by a qualified paediatric first aid practitioner.
- Where medical treatment is required for more serious injuries, the Person in Charge will seek treatment from a medical professional.

# CASPER NURSERY



- The Person in Charge will report any accidents of a serious nature to Ofsted and follow the guidelines for the reporting of accidents and incidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- The Person in Charge will report accidents of a serious nature to the Registered Person (Jill Harding) for investigation or for further action to be taken

## *Transporting an adult to hospital*

- Depending the severity of the injury either the emergency services will be called or the adult will be taken to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary. If the injury is severe, an ambulance will be called immediately. DO NOT attempt to transport the adult in a private vehicle.
- Whilst waiting for the ambulance, the next of kin will be contacted and arrangements made to meet them at the hospital
- A senior member of staff should accompany the adult and a member of the management team must also be informed immediately.

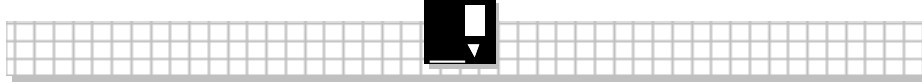
## **Procedures for Incidents**

We understand the need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for.

### *Location of Incident File: **Main Office***

- The Incident File will be kept for at least 4 years
- Incidents may include;
  - Fire, flood, gas leak or electrical failure;
  - Break in, burglary, theft of personal or settings property;
  - Abduction or threatened abduction of a child
  - Attack on a member of staff or parent on the premises or nearby;
  - Any racist incident involving staff or family on the setting's premises;
  - Death of a child or adult;
  - Child going missing;
- If any of these incidents impact on the ability of the nursery to operate, we will contact parents via telephone.
- The person responsible for reporting incidents or near misses is the member of staff who witnesses the incident.
- All incidents will be managed by the Person in Charge and all staff will co-operate with any emergency services on the scene. Any incidents that require evacuation will follow the Emergency Evacuation Procedure. All incidents will be dealt with taking into account the effect on the safety, health and welfare of the children and staff in the nursery.
- The Person in Charge has access to telephone numbers for emergency services, including local police, gas and electricity emergency services, carpenter and plumber.
- The Person in Charge must record details of the incident on an Incident Form
- The Person in Charge will report any incidents of a serious nature to Ofsted and follow the guidelines for the reporting of accidents and incidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

# CASPER NURSERY



- The Person in Charge will report incidents of a serious nature to the Registered Person (Jill Harding) for investigation for further action to be taken

## **Legal Framework**

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 1995)

**Date Adopted: 09/03/2015**

**Review Date: 09/03/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## MISSING CHILD

Children's safety is maintained as the highest priority at all times both on and off the premises. Every attempt is made through carrying out the Outings procedure and Children's Safety and Security procedure to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, the following procedure must be followed;

### **Procedures**

#### *Child going missing from the premises*

- As soon as it is noticed that a child is missing, the key person/staff alerts the setting manager.
- The setting manager will carry out a thorough search of the building and outside areas and CCTV will be checked.
- The register is checked to make sure no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security, whereby a child could wander out.
- If the child is not found within 5 minutes, the parent is contacted and the missing child is reported to the police.
- Staff keep calm and do not let the other children become anxious or worried.

#### *Child going missing on an outing*

- As soon as it is noticed a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff member searches the immediate area but does not search beyond that.
- The senior member of staff contacts the setting manager immediately to report the incident.
- The setting manager contacts the police and reports the child as missing.
- The setting manager contacts the parent, who makes their way to the setting. The setting is advised as the best place, as by the time the parent arrives, the child may have been found and returned to the setting.
- Staff take the remaining children back to the setting.
- In an indoor venue, the staff contact the venue's security who will handle the search and contact the police if the child is not found.
- The senior member of staff may be advised by the police to stay at the venue until they arrive.

#### *Investigation*

- The setting manager talks to the staff to find out when and where the child was last seen and records this.
- The setting manager contacts the Director and reports the incident.
- The setting manager together with the Director, speaks with the parent(s) and police.
- The Director and/or senior member of staff carry out a full investigation, taking written statements from all the staff in the setting or who were on the outing.
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.
- Ofsted must be contacted and informed of the incident.
- The insurance provider is informed.
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary



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- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.
- Staff must not discuss any missing child incident with the press without taking advice.

Date Adopted: 23/03/2015

Review Date: 23/03/2016 Signed By: Jill Harding Print Name: Jill Harding

## OUTINGS POLICY

As part of their learning and development, children at the nursery undertake a range of local outings including walks and visits etc. off the premises. Permission will be sought for your child to be included in such outings. Outings and visits are planned to complement and enhance the learning opportunities inside the nursery environment and extend play opportunities for children.

Outings are an added danger for all concerned and extra care and vigilance is needed by all. All outings must be carefully planned and the following policy fulfilled exactly.

### Procedures

#### *Prior to the Outing*

- **Risk Assessment.** Children must be kept safe on outings and the setting must assess the risks or hazards which may arise for the children and must identify the steps to be taken to remove, minimise and manage those risks and hazards. For new planned outings into the wider community, a member of staff must do a written risk assessment beforehand and discuss the assessment with the Health and Safety Officer before the outing goes ahead. Existing risk assessments must be updated at least once a year to identify any new risks or hazards. For spontaneous outings within the local neighbourhood, a written risk assessment is not required; however the members of staff must still assess the risks or hazards that may arise for the children.
- **Plan Ahead!** For planned outings written permission will always be obtained from parents before taking children on trips. All outings must be written in the diary. This will ensure nothing else is planned during this time ensuring full adult staff availability.
- **Adult Ratio.** The following adult ratios must be adhered to:
  - 1:2 if holding hands with an adult
  - 1:3 if one child is in a pushchair

This may mean that volunteers may need to be called upon such as parents and it is the responsibility of the group organiser to enlist this help.

- **Responsible Person.** A minimum of two staff members, one of which should be a senior member of staff, must accompany all outings. If this is not possible due to staff shortages, etc., then the outing must be cancelled.

#### *The Outing:*

- **Registers.** The registers must be checked before an outing. Always count the children and tick their names in the register to ensure everyone present is included and no-one is left behind.
- **Preparation.** All children must be suitably dressed for an outing; if this is not possible then the outing must be cancelled. Pushchairs must be allocated to as many adults as possible, this

# CASPER NURSERY



will allow two children (one on each side of the pushchair) to make up a 1:3 ratio. Adults must be totally responsible for the assigned children for the whole duration of the outing. This will allow management to determine who is responsible for each child's welfare.

- **Outward Journey.** This must be at a child's pace and performed in a safe manner. Ensure there an adult at the back and another at the front, keeping a close distance between the beginning and end of the group to and from the destination. When walking to and from event, keep together and remember other members of public will need to use the path.
- **First Aid.** Carry a first aid box and inside the lid have important telephone numbers, nursery, local police, etc., and company mobile phone.
- **Refreshments.** If necessary pack a bag with refreshments for the children.
- **Fire Cards.** Ensure you take the Fire Cards, containing the emergency contact details for each child on the trip.
- **Medication.** Ensure you have medication with you for children who may require it, e.g., inhalers.
- **Constant Checking.** Children must be counted at regular intervals during the outing and especially when:
  - Leaving nursery.
  - Arriving at proposed area.
  - During time at proposed area.
  - When leaving proposed area.
  - Arriving back at nursery.
- **Return Journey.** This must be performed in the same safe manner as the outward-bound journey. Make sure you return to the nursery by the time stated.
- **Incident.** Any mistakes/incidences during the time of the outing must be reported to the Person in Charge immediately, so appropriate action can be taken.

It is very important to follow the above rules for the safety and welfare of the children and staff. Failure to comply with the above procedure is a serious matter and will be dealt with in accordance with the Company's disciplinary procedure.

All staff are expected to attend outings as representatives of the setting and therefore fulfil their job description by providing a good educational experience within the local community.

**Please remember you are representing the nursery and its reputation whilst you are off the premises you must be professional at all times**

Date Adopted: 23/03/2015

Review Date: 23/03/2016

Signed By: Jill Harding

Print Name: Jill Harding

# CASPER NURSERY



## PAYMENT OF FEES

We require all parents to pay their fees promptly to ensure the setting remains sustainable and can continue to deliver a high quality service to all children.

### **Procedures**

#### *Collection of Fees*

- Fees can only be collected from parents by authorised staff, these are;

Director  
Nursery Manager  
Deputy Manager  
Afterschool Manager

- The authorised person will accept the fees, issue the parents with a receipt and enter the amount paid onto the fees sheets. At the end of the week the amount paid is entered onto First Steps database held on the computer at the main office at Christ Church Nursery.
- Staff should not accept envelopes containing fees and inform parents that fees must be taken to the office. This is to safeguard members of staff from being accused of not passing fees to the office.
- Staff must only speak to the adults responsible for paying their child's fees.
- Refund of fees can only be made at the Director's discretion.

#### *Payment of Fees*

- **Fees are calculated on a weekly basis and must be paid in full by the end of the week ( Friday at 6pm).**
- **Fees are payable in all cases of absence, including notified absence; except in the following circumstances;**
  - Children with Early Start, Breakfast and Afterschool Club sessions may request a "holiday" providing two full weeks' notice is given and fees will not be payable for the sessions. The "holiday" can not be for more than 10 days at any one time, unless permission has been given by the Director.
- **Permanent cancellation of nursery, early start, breakfast, afterschool and holiday club sessions can be made with two full weeks' notice given.**
- **If parents want to change sessions this can be arranged by speaking to a manager who will check there are spaces available (unfortunately swapping sessions during the week as a one off arrangement is not permitted), This must only be carried out a week before the change is wanted.**
- Fees can be paid by cash or most major debit or credit cards. Payment by card can be made in person or alternatively over the telephone (minimum payment of £20.00).
- Fees can be paid by Childcare Vouchers. The parent must ensure the setting accepts the particular vouchers and make arrangements for the fees to be paid in advance each month.
- For days that Capel-le-Ferne Primary school is closed, no fees will be charged for afterschool or Breakfast Club unless parents of **school aged children** inform the setting that Afterschool care or Breakfast care for that particular morning or afternoon is still required.

# CASPER NURSERY



## *Late Pickup Charge*

- We reserve the right to charge parents for the whole hour if they continually pick their child up after the end of the session.
- Children collected after 6.00pm will be charged a specific late pick up fee of £5.00 for every fifteen minutes the child remains on the premises.

## *Fees Outstanding*

- At the end of each week a debt list will be prepared, showing all children that have fees outstanding.
- Parents of nursery children who owe fees from the previous week, will be advised by a member of staff that they must see the manager, before their child is allowed in, to bring their account up to date. Parents will be asked to make an arrangement to pay the outstanding fees, plus the current weeks' fees. Failure to keep to the arrangement will result in their child being refused entry for their wrap around hours until the debt is cleared
- Parents of children who attend the Breakfast and/or Afterschool Club who owe fees from the previous week, will be advised by a manager on their first session into the setting that they must bring their account up to date. Parents will be asked to make an arrangement to pay the outstanding fees, plus the current weeks' fees. Failure to keep to the arrangement will result in their child being refused entry until the debt is cleared.
- Parents of children who attend the Holiday Club who owe fees from the previous school holiday, will be advised by letter that they must bring their account up to date, otherwise their child will be refused entry.
- Should we refuse entry, no fees will be payable for future sessions. If fees have still not been paid by the end of the week of refused entry then the child's place will be withdrawn.
- Should we withdraw your child's place, they will not be allowed into the nursery until all debts are cleared and this will apply to Nursery, Breakfast, Afterschool and Holiday clubs. Even if payment is made in the future, we may not be able to give you the original bookings that you had and some sessions may be full.
- **If at anytime you are experiencing problems with paying fees, please speak to a member of the office staff, before the embarrassment of having your child being refused entry.**

Date Adopted: 30/03/2015

Review Date: 30/03/2015

Signed By: Jill Harding

Print Name: Jill Harding

# CASPER NURSERY



## PLAY POLICY

Casper Nursery understands and values the importance of play in the overall development of young children. Through play they learn about the world around them.

Casper Nursery aims to provide a safe and secure environment where children can play with practitioners who support and progress their learning. Opportunities will be made for the children to make choices for themselves and to experience spontaneous, unplanned activities, such as rain and snow, allowing them to splash in puddles, get wet and messy. At a reasonable cost a nursery uniform can be purchased to protect your child's clothes from being ruined.

Casper Nursery understands and implements the Early Years Foundation Stage (EYFS). This document is in the nursery and available to parents on request.

All practitioners are fully qualified and have the responsibility of ensuring that children are allowed to play and to learn the following skills whilst enjoying themselves:

- Exploration
- Investigation
- Discovering
- Creativity
- Practicing
- Rehearsing
- Repeating
- Revising
- Consolidation of knowledge already gained.

Casper Nursery has ample space for children to explore and play in. Exploration and play take place within a free flow environment which means children will be exposed to certain risk factors that may cause accidents, for instance access to steps. Teaching children the skills to keep themselves safe, to calculate their own risk management and understand choices have consequences, are all important skills to learn for later life.

The garden is open all day whatever the weather and is used extensively as an outside classroom. Staff are creative and use household materials to enhance learning of self discovery, curiosity and interest, these include:

- Jelly
- Cornflour
- Water play
- Shaving foam
- Rice and pasta
- Icing and other resources of cooking
- Natural materials like corks, leaves, mud
- House hold equipment like saucepans, wooden spoons, whisks

If you would like to discuss any element of the play policy, please feel free to speak to your key person or a member of the management team.

Date Adopted: 20/04/2015

Review Date: 20/04/2016

Signed By: Jill Harding

Print Name: Jill Harding

# CASPER NURSERY



## SPECIAL EDUCATIONAL NEEDS

We provide an environment in which all children, including those with special educational needs and disabilities, are supported to reach their full potential.

- We have regard for the DfES Special Educational Needs Code of Practice (2001).
- We ensure our provision is inclusive to all children with special educational needs/disabilities.
- We can provide 1:1 support when SCAF Funding (Severe and Complex Accessibility Fund) is awarded to help support parents and children with special educational needs/disabilities.
- We identify specific needs of children with special educational needs/disabilities and meet those needs through a range of strategies.
- We work in partnership with parents and other agencies in meeting individual children's needs.
- We monitor and review our practice and provision and if necessary make adjustments.

### **Procedures**

- We designate a member of staff to be the Special Educational Needs Co-ordinator (SENCO) and give his/her name to the parents. Our SENCO is Katie Johnson.
- We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the setting
- We ensure that our inclusive admissions practice ensures equality for access and opportunity
- We ensure that our physical environment is as far as possible, suitable for children with disabilities.
- We work closely with parents of children with SEN/disabilities to create and maintain a positive partnership
- We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.
- We provide parents with information on sources of independent advice and support.
- We liaise with other professionals involved with children with SEN/disabilities and their families, including transfer arrangements to other settings and schools.
- We provide a broad, balanced and differentiated curriculum for all children with SEN/disabilities.
- We provide a differentiated curriculum to meet individual needs and abilities.
- We use a system of planning, implementing, monitoring, evaluating and reviewing Individual Education Plans ( IEP's ) for children with SEN/disabilities.
- We use a system of record keeping of the assessment, planning, provision and review for children with SEN/disabilities.
- We have systems in place for supporting children during Early Years Action, Early Years Action Plus, Statutory Assessment and the Statementing process.
- We provide resources (human and financial) to implement our SEN policy.
- We ensure the privacy of children with SEN/disabilities when intimate care is being provided.
- We provide an in-service training for practitioners and volunteers.
- We raise awareness of any specialism the setting has to offer, e.g., makaton trained staff.
- We ensure the effectiveness of our SEN/disabilities provision by collecting information from a range of sources, e.g., IEP reviews, staff and management meetings, parental and external agencies' views, inspection and complaints. This information is collated, evaluated and reviewed annually.
- We provide a complaints procedure.
- We monitor and review our policy annually.

Date Adopted: 20/04/2015

Review Date: 20/04/2016

Signed By: Jill Harding

Print Name: Jill Harding

# CASPER NURSERY



## SMOKING POLICY

We comply with health and safety regulations in making our setting a non-smoking environment, both indoors and outdoors.

### Procedures

- All staff, parents and volunteers are made aware of our non-smoking policy.
- We display no-smoking signs
- Staff who smoke do not do so during working hours. Unless on a break and off the premises, completely away from the setting and school grounds.
- Staff who smoke during their break make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleagues by:
  - Washing hands after smoking.
  - Ensuring staff uniform is covered whilst smoking.

Non-compliance of this policy will result in the company disciplinary procedure being followed.

**Date Adopted: 20/04/2015**

**Review Date: 20/04/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**

# CASPER NURSERY



## TOILETING AND NAPPY CHANGING

No child is excluded from participating in our setting, who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent.

We make sure that we work with parents towards toilet training and make necessary adjustments to our bathroom provision and hygiene practice in order to accommodate those children who are toilet training and those children who are not yet toilet trained.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of the adults.

### **Procedures**

- Key persons undertake the changing of young children in their key groups; backup key persons change them if the key person is absent.
- Changing areas are warm and there are safe areas to lay young children if they need to have their bottoms cleaned.
- Parents bring their own nappies but the nursery provides nappy sacks and wet wipes, unless parents prefer to use their own. Parents should provide a minimum of two sets of clean clothes in case of accidents.
- Medication for nappy rash can only be administered if it has been prescribed by a General Practitioner and signed in the medication book.
- Gloves and aprons are put on before changing starts and the changing area is prepared.
- Key persons ensure that nappy changing is relaxed and a time to promote independence in young children.
- Young children are encouraged to take an interest in using the toilet; they may just want to sit on it.
- Children must be encouraged to wash their hands and have soap and hand towels to hand. Children must be encouraged to put their used paper towels in the waste bin provided.
- Key persons are gentle when changing; they avoid pulling faces and making negative comments about “nappy contents”.
- Key persons do not make inappropriate comments about young children’s genitals when changing their nappies. If a key person has any concerns they must report it to their immediate line manager.
- Older children access the toilet when they have the need to and are encouraged to be independent. Children are encouraged to let adults know that they are going to the toilet.
- If a child is to use a potty, the parent must bring one in, clearly named and this must be used for that child only. After use the potty must be thoroughly cleaned and sterilised and left on the child’s peg.
- Nappies and pull-ups are disposed of hygienically by putting in the nappy bin provided. Cloth nappies and ordinary knickers and pants that have been wet or soiled are rinsed and bagged for the parent to take home.
- Key persons must ensure the changing mat is wiped down with antiseptic spray after use.
- Staff check the toilets on a regular basis throughout the day to ensure the toilet area is clean and hygienic.

**If young children are left in wet or soiled nappies, pull ups or clothes in the setting, this may constitute neglect and will be dealt with in accordance with the company’s disciplinary procedure.**

Date Adopted: 20/04/2015

Review Date: 20/04/2016

Signed By: Jill Harding

Print Name: Jill Harding



# CASPER NURSERY



## UNCOLLECTED CHILD POLICY

We inform parents that we apply our safeguarding/child protection procedures in the event that a child is not collected from the setting by an authorised adult within one hour after the setting has closed and staff can no longer supervise the child on our premises. This ensures the child is cared for safely by experienced and qualified practitioners who are known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

### **Procedures**

If a child is not collected at the end of the session/day 6.15pm, we follow the following procedures:

- The diary is checked for any information about changes to the normal collection routines.
- If no information is available, parent/carers are contacted at home or at work.
- If this is unsuccessful, the emergency contacts, the adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the Registration Form and Emergency card, are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or on the database record unless prior arrangements are made and a password given.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures below:
- We contact our local authority children's social services care team or the out of hours duty officer in Dover on 01304 224300.
- The child stays at the setting in the care of two fully-vetted members of staff (one must be on the Management Team) until the child is safely collected, either by the parents or by a social care worker.
- Social Care team will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances should staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded.
- Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff at a rate of £5.00 per 15 minutes after 6.00pm.
- Depending on the circumstances, we may inform Ofsted.

**Date Adopted: 20/04/2015**

**Review Date: 20/04/2016**

**Signed By: Jill Harding**

**Print Name: Jill Harding**