



Policies And Procedures

**Castle Lane Day Nursery Ltd
9 Great Bowden Road
Market Harborough
Leicestershire
LE167DE**

Reviewed & Amended October 2019

Next Review October 2020

Policies

- 1,Introduction - pg4
- 2,Access To Information - pg5
- 3,Complaints Procedure - pg6
- 4,Admissions - pg7
- 5,Settling in procedure - pg8
- 6,Equal Opportunities -pg9
- 7,Fire Drill - pg11
- 8,Personnel - pg12
- 9,Parents As Partners -pg13
- 10,Safeguarding children Policy/ E-safety - pg14-18
- 11,Curriculum Development Statement (EYFS) -pg19
- 12,Behaviour Management - pg20-21
- 13,Special Educational Needs - pg22-23
- 14,Children sleeping at nursery -pg23
- 15,Students/Work placements -pg24
- 16,Arrivals & Departures -pg25
- 17,Staff Development & Training -pg26-28
- 18,Data Protection/Retention -pg29
- 19,Racial Harassment & Bullying -pg30-32
- 20,Visits & outings -pg32
- 21,Missing or lost children -pg32-33
- 22,Health & Safety statement -pg34
- 23,Exclusion procedure -pg35
- 24,Medication -pg36
- 25,Health/illness & emergency -pg37-38
- 26,Animals at the nursery -pg39
- 27,Management of biting -pg40-41
- 28,Hot drinks policy -pg41
- 29,Anaphylaxis shock -pg42
- 30,Outside play area, Decking & Gym -pg43
- 31,Hygiene & food safety -pg43-46
- 32, School drop off and pick up procedures - pg47
- 33, Intimate care plan. -pg48-49
- 34, Lone working policy. -pg50-51
- 35, Smoking policy. -pg51
- 36, Packed lunch policy. -pg52
- 37, Accidents and incidents -pg53
- 38, Critical Incidents. -pg54-56
- 39, Session. -pg57
- 40,Physical Activity Policy -pg58-59
- 41,Nutrition and Food Policy -pg60-64
- 42,Emotional Health and Wellbeing Policy - pg64-65
- 43, Earing removal/insertion -pg64

INTRODUCTION

This folder contains the policy framework to ensure the smooth management of Castle Lane Day Nursery Ltd.

The policies are the foundation that underpins every decision that is taken on a daily basis by everyone involved in the Nursery. They are also reference points for employees, parents and inspection bodies and will be used for employee induction, informing parents and monitoring quality standards. Thus ensuring the maintenance of a shared understanding of how the Nursery operates, with coherent and consistent performance from the staff and confident cooperation from parents.

The Nursery aims to:

- provide high quality child care and education;
- work in partnership with parents to help children learn and develop; and offer children and their parents a service that promotes equality and values diversity of cultures

ACCESS TO INFORMATION

We believe that an open access policy is the best way of encouraging participation.

Parents/carers are welcome to view the policies and procedures file, which governs the way in which the Nursery works at any time and policies and procedures can be viewed by asking the Nursery Manager, visit our website or seeing each unit's parent information board.

They are also welcome to see the records kept on their child, but as this would require withdrawing a member of staff from their usual duties, due to GDPR, arrangements should be made in advance to ensure staff availability.

Learning journeys can be accessed via the Tapestry app. All parents are given the details of how they access their child's learning journey once their child's key person has activated the information.

COMPLAINTS PROCEDURE

If any parent/carer should have cause for complaint, they should in the first instance take it up with the child's Key person or their room leader. If the issue remains unresolved then the Nursery Managers/ deputy managers (Vikki Gamble, Harriet Gray, Hayley Sharman & Sophie McLish) should be approached to arrange a mutually convenient time to discuss the concerns.

At present the room leaders are:

Megan Taylor (Toddler leader)

Sophie McLish (Baby leader)

Laura Flavell (Tweenies leader)

Olivia Leeder-Douglas (Pre-school leader)

Maxine Davenport (After school leader)

Emma Garland (Accounts manager)

Haley Sharman & Sophie McLish (Deputy managers)

The Managers will then investigate the complaint and report to the parent within three days.

Should there be an issue/complaint regarding invoices then parent/carers need to speak to Emma Garland (account manager) to resolve any concerns.

If any matter cannot be resolved to their satisfaction through discussions with a Manager then a formal complaint should be made.

Formal complaints need to be put in writing and include as much supporting evidence as possible. Include dates, a brief outline of the nature of the complaint, who or what against and what actions are expected to be taken. Complaints are to be addressed to:

The Directors
Castle Lane Day Nursery
9 Great Bowden Road
Market Harborough
Leicestershire
LE16 7DE

All complaints will be recorded in the Nursery's complaints file, which is available to all parents to view. Any complaint made will be dealt with and answered within 28 days from the date that the complaint was made. This may be done in writing, including email, in person or by phone.

If the person who made the complaint is not satisfied with the outcome then the complaint can be referred to Ofsted to investigate. (except in the case of invoicing) Please write to the address below:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

ADMISSIONS

Castle Lane Day Nursery Ltd is registered for children between the ages of 6 weeks to 11 years with restrictions on room size and staff ratios in line with to Ofsted regulations.

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

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

- ❖ Availability of spaces taking into account the staff/child ratios, the age of the child and the registration requirements.
- ❖ We have a semi-flexible approach about attendance patterns to accommodate the needs of individual children and families.
- ❖ The Nursery's ability to provide the facilities for the welfare of the child.
- ❖ A child wanting a full-time place will usually have preference over one requiring part-time only.
- ❖ We only accept a minimum of 2 sessions a week. (see policy regarding this)
- ❖ Mitigating circumstances affecting the child's welfare or his/her family.
- ❖ Children who are siblings of those already with us.
- ❖ Medical circumstances
- ❖ FEEE

SETTLING IN POLICY

- ❖ The Nursery staff will work in partnership with parents/carers to settle the child into the Nursery environment.
- ❖ When a child's registration and admin fee has been accepted, arrangements will be made for free settling in visits to ensure they become familiar with the Nursery.
- ❖ Parents/carers must stay with their child for their first settling in visit then the next visit you will be asked to stay in the nursery but not in the room. If on the second visit the child is happy and settled, parent/carers may leave the setting for one hour on the third visit.
- ❖ During the first few days, parents/carers are encouraged to stay with their child (during drop off time) for sufficient time so that the child feels settled and the parent/carer feels comfortable about leaving him/her.
- ❖ For the first few sessions, parents/carers may collect the child early if they so wish.
- ❖ If there are concerns about a child's settling in period a meeting will be arranged between the child's key person and parents and an action plan will be discussed.
- ❖ No child will be taken on an outing from the Nursery until he or she is completely settled.
- ❖ Parents and children are encouraged to make a 'welcome box' which will contain favourite items, of the child's, from home.

EQUAL OPPORTUNITIES

Statement of intent

Castle Lane Day Nursery Ltd takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or child. Discrimination on the grounds of sex, race, religion, colour, creed, marital status, ethnic or national origin, or political belief, has no place within this Nursery. Should any person believe that this policy is not being fully complied with, it is their duty to bring the matter to the attention of a manager at the earliest opportunity.

The Nursery and its employees are committed to follow the EYFS by;

- ❖ Encouraging positive role models, displayed through toys, imaginary play and activities that promote non-stereotyped images. Books will be selected to promote such images of men and women, boys and girls from any background.
- ❖ All children will be encouraged to join in activities, i.e. dressing up, Role play, home-corner, dolls, climbing on large apparatus, bikes, etc.
- ❖ Regularly reviewing child-care practice to ensure the policy is effective
- ❖ Different religious festivals will be celebrated and cultural differences will be promoted through a variety of activities, books, games and food. All children will be encouraged to join in these activities as we feel they will develop a better understanding of all cultures.

The Nursery aims to ensure that individuals are recruited, selected, trained and promoted based on occupational skill requirements. In this respect, the Nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, gender, marital status, race, religion, colour, cultural or national origin or sexuality, which cannot be justified as being necessary for the safe and effective performance of the work or training for the work.

Service Provision

No child will be discriminated against on the grounds of sex, race, religion, colour or creed. Wherever possible those designated disabled or disadvantaged will be considered for a place, taking into account their individual circumstances and the ability of the Nursery to provide the necessary standard of care.

The Nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups. We will strive to promote equal access to services and projects by taking practical steps such as ensuring access to disabled people and producing material in relevant forms.

Recruitment

The Nursery will recruit to ensure the staffing levels reflect the community it serves. All vacancies will be advertised as widely as budgets allow. Adverts will include the following statement:

“Castle Lane Day Nursery Ltd. is an equal opportunities employer”

Every effort will be made to ensure a representative balance on the selection group and all members of the group will be committed to equal opportunities practice as set out in this policy.

Application forms will not include questions, which potentially discriminate against the grounds specified in the Statement of Intent.

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

Staff

All staff members are expected to co-operate with the implementation, monitoring and improvement of this and other policies. They are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds as specified in the Statement of Intent, to their colleagues' and the children in their care.

Training

The Nursery recognises the importance of training as a key factor in the implementation of an effective Equal Opportunity Policy.

Everyone will be treated and promoted according to their ability and everyone has an equal opportunity to receive training and development.

Complaints

If anyone has a complaint about harassment, bullying or discrimination they can speak to a nursery manager immediately.

All complaints will be treated seriously and confidentially whilst an investigation is conducted.

If the complainant is not satisfied with the way the complaint has been handled, or with the outcome of the investigation then the matter should be raised with the Managing Director.

FIRE DRILL

The procedure to follow in the event of a fire is included in all staff's induction training and published on the Fire Instruction Notices together with the fire assembly point. Passageways and fire exits must be kept clear at all times.

ON DISCOVERING A FIRE

- ❖ Raise the alarm by operating the fire warning system.
- ❖ Immediately evacuate the building under guidance from a Senior Staff Member.
- ❖ Check all rooms. To include all sleep rooms, changing areas, laundry, main kitchen & walk in cupboards, toilets, office, corners & passageways.
- ❖ Using the nearest fire exit lead out the children. Any available staff must leave the nursery at the nearest exit and proceed to the baby unit via the outside of the building to aid babies and toddlers to exit safely.
- ❖ Close all doors behind you.
- ❖ Assemble at the fire assembly point- On Great Bowden Road at the top of the lane.
(Playground if it is a drill)
- ❖ **DO NOT** panic & **DO NOT** run.
- ❖ **DO NOT** stop to collect personal belongings.
- ❖ **DO NOT** re-enter until you are told it is safe to do so.

THE NURSERY MANAGER OR A SENIOR STAFF MEMBER TO:

- ❖ Collect the daily register for all rooms, parents' contact numbers & the staff's schedule.
- ❖ Telephone Emergency services.
- ❖ Collect the visitor's book from the main foyer.

Dial 999 and ask for the Fire Service

- ❖ At the fire assembly point, check the children against the register & account for all adults.
- ❖ Please refer to the main Fire drill file for information on individual fire drills.
- ❖ Management are to assist if there are any children with disabilities.

PERSONNEL

Nursery policies in respect of personnel are governed by the following:

- ❖ The best interests of the children, their welfare, care and development.
- ❖ The requirements of the EYFS and Ofsted Early Years Directorate
- ❖ Compatibility between all members of staff and the building of a good team spirit.
- ❖ Considerations of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential.
- ❖ Equal pay for work of equal value.
- ❖ Compliance with the current legislation.
- ❖ The provision of a job description for each member of staff.
- ❖ The provision of a statement of terms and conditions for each member of staff.
- ❖ When recruiting members of staff the applicant should be made aware of the policies and procedures, especially those relating to discrimination and to ensure continuing suitability.
- ❖ Before commencement of employment, the successful applicant shall be provided with an offer letter (conditional on DBS, Disclosure and Barring Service clearance) with the job description and induction procedure.
- ❖ Harassment of any member of staff that can be classed as sexual, racial or bullying will not be acceptable. This includes unwanted verbal or physical advances or isolation by other staff members. But the key factor in assessing harassment is whether it is unwanted or unwarranted.

PARENTS AS PARTNERS

The Nursery team will work with parents as partners to ensure that the sharing of information is a two-way ongoing process in order to provide consistent, high quality care for their children.

- ❖ All parents are welcome to visit the Nursery at any time.
- ❖ Parents have access to their child's records and are consulted in respect of the care given.
- ❖ The nursery uses a service called Tapestry. This is an online company that is used for learning journeys, monitor children and to complete reports, once completed by staff they are then counter signed by management and sent to parents. Parents are also encouraged to upload their own enjoyable moments with their children so staff can get a holistic insight in to each child.
- ❖ Parents are informed of the curriculum, how it is planned and how they can be involved in their child's care and learning.
- ❖ Parents are regularly up-dated with information about Nursery activities and events through the distribution of newsletters, notices, email and web pages.
- ❖ Parents are able to inspect all the Policies of the Nursery at any time.
- ❖ Parents are made aware of the Nursery staff hierarchy and the key person system in operation. They will be told who their child's key worker will be.
- ❖ Parent groups are encouraged and they can have use of the facilities on the Nursery premises. (after school club room between 9 and 3)
- ❖ A suggestion system is in operation.
- ❖ Parent's evenings are held twice yearly to allow one-on-one feedback and to encourage parents to let us know more about their home life.
- ❖ Family sports/fun day is held once a year. This is only cancelled due to bad weather.

Safeguarding Children

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

The Nursery has a duty to be aware that abuse does occur in our society. We provide many hours of care, so the Nursery staff will often be the first people to sense there is a problem. They may well be the first people to whom a child will confide about abuse.

It is the policy of the Nursery to provide a secure and safe environment for all children in our care.

It aims to:

- ❖ Ensure that children are never placed at risk while in the charge of the Nursery staff.
- ❖ Ensure that confidentiality is maintained within a need to know circle of staff and outside organisations.
- ❖ Ensure that all staff members are familiar with Safeguarding Children issues and procedures.
- ❖ Regularly review and update this policy.
- ❖ All our staff will receive training on safeguarding children.

- ❖ It is the policy of the nursery to provide a secure and safe environment for all children; the nursery will therefore not allow an adult to be left alone with a child if that adult has not received their enhanced DBS check clearance.

The following statement lays out the procedures that will be taken if we have any reason to believe that a child in our care is subject to abuse or discloses abuse to a member of staff.

“Our prime responsibility is the welfare and wellbeing of all children in our care. We believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention. The Nursery has a duty to report any suspicions about abuse to the Local Authority who has a duty to investigate such matters. The Nursery will follow the procedures set out in the Local Authority Safeguarding Children Documents, Early Years foundation Stage (EYFS) and Working Together under the Children Act 2004. The nursery will seek their advice on all steps taken subsequently.”

Physical Abuse

Action will be taken under this heading if Nursery staff has reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented.

Sexual Abuse

Action will be taken under this heading if the Nursery staff have witnessed occasions where a child indicated sexual activity through words, play, drawing or had an excessive pre-occupation with sexual matters or had an inappropriate knowledge of adult sexual behaviour.

Emotional Abuse

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

Neglect

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

Procedure for dealing with suspected abuse

Should any member of staff have concerns for the welfare of any child they will immediately inform the Nursery Manager, Vikki Gamble, who is also the named Safeguarding designated officer. A nursery nurse's responsibilities do not include investigating the suspected abuse. However, the staff will keep accurate records of their observations and of anything said to them by the child or others in connection with the suspected abuse. It is always important to listen to children. Strict confidentiality will be observed at all times.

The Nursery Manager will then report any findings to the local safeguarding children board and OFSTED.

Clear procedures that we will follow.

- ❖ All signs of marks/injuries to a child, when they come into nursery, will be recorded as soon as noticed by a staff member. (Existing injury form)
- ❖ The incident will be discussed with the parent/carer at the earliest opportunity.(excluding suspecting sexual abuse or extreme circumstances)
- ❖ Such discussion will be recorded and the parent /carer will have access to such records.
- ❖ If concerns are present the safeguarding officer (Vikki Gamble) will be informed and she will examine all the evidence and decide the next suitable step.
- ❖ If there still appears to be any queries regarding the injury, the safeguarding children's board in the local authority and OFSTED will be notified.

In the event of a child disclosing abuse the staff member involved must remember to:

- ❖ Listen to what the child has to say.
- ❖ Do not lead the child or question them.
- ❖ Do not make false promises that you cannot keep.
- ❖ Support the child; do not make them feel that they have done anything wrong by telling you what has happened.
- ❖ Keep an accurate record of the incident detailing date, time and circumstances.(on an incident form).

- ❖ Report what has happened straight away.
- ❖ Inform other staff to ensure all are aware.
- ❖ Follow procedure for suspected abuse.
- ❖ There may be instances where discussion with parents may put the child at further risk and under these circumstances we will contact the Local Safeguarding Children Board directly.

Allegations of Abuse from Staff

Action will be taken under this heading if at any time we have reason to believe a member of staff is abusing a child; either physical abuse, sexual abuse, emotional abuse or neglect.

Procedure:

- ❖ The employee will be suspended immediately as per the disciplinary policy.
- ❖ The Nursery Manager will immediately inform Ofsted and the Local Authority Designated Officer (LADO) who is based at the local safeguarding board to support setting in dealing with alleged abuse from staff. The LADO will provide advice, guidance and help to determine what procedures to follow. They also help co-ordinate information-sharing with the right people and will also monitor and track any investigation. It is also the responsibility of the manger to make a referral to the local children safeguarding board.
- ❖ All records and observations will be recorded on the employee's personnel file.
- ❖ Recommendations from Ofsted, ISA and LADO will be followed.

Responsible Person (Safeguarding Children): Vikki Gamble/ Harriet Gray

Responsibilities include:

- ❖ Supporting staff
- ❖ Being Approachable
- ❖ Making Decisions with regards to appropriate actions
- ❖ Ensure confidentiality
- ❖ Keep knowledge and training up to date
- ❖ Implement policy
- ❖ To liaise with other agencies
- ❖ To liaise with parents
- ❖ Ensure all staff know and implement the policy
- ❖ Ensure that all staff receive appropriate training

The local contact number for the Local Safeguarding Children Board (L.S.C.B.) is **0116 305 0005** and are based at County Buildings, Leicester Rd., Melton Mowbray, LE13 0DA Or **01163055500** (advice line)

The contact number for Ofsted is **0300 1234666**

Whistle blowing

As a nursery we see the great importance of being able to allow our staff to feel secure and confident enough to whistle blow. This means we encourage staff to know they can voice their safeguarding concerns directly to the Leicestershire and Rutland Children's Safeguarding Board. If staff do not want to relay safeguarding concerns to Vikki as the Designated

Safeguarding Officer they can call directly on **0116 3050005** to report a safeguarding concern.

Photos

We aim to ensure all photos of children are printed on the nursery computer. However if cameras do have to be taken home, they will be by Vikki Gamble. No other staff member takes the camera home so that photos can be regulated and confidentiality can be maintained.

Learning Journeys

Learning Journeys are all done electronically and worked on during staff's working hours. Staff are forbidden to sign in and work on the learning journeys whilst at home or anywhere other than at Castle Lane

Mobile phones

All staff mobile phones are to be kept in the office or locked in their locker, which are located in the office, whilst they are at work, the only exception is those who's phones do not have cameras built in. However it is expected that no staff member uses there phone to make or receive call during there working day.

Smart Watches

Now that smart watches are becoming more popular, management have made the decision to ban staff from wearing them based on the same policy as mobile phones.

E-Safety

All new castle lane staff members have an induction into E-safety; they receive this once they have started at the nursery.

The training is given in house be Vikki Gamble.

Vikki uses power point and booklets to aid her with the inductions and a check list (see below) is given out to all staff.

Babysitting

It has come to our attention that some of our parents are asking our staff to babysit during evening and weekend. We have concluded that we are happy to allow this, however we have no part in their arrangements. This is a private arrangement between parent and worker and we hold no responsibility for any incidents or accidents occurring during babysitting hours.

Facebook

All rooms have a list of children who are NOT allowed on face to. This then ensures no child has there photo taken and added to Facebook or any social media site that doesn't have parental permission.

Updated October 2019



E-safety Checklist for Schools

Policies, practice and monitoring	Yes	No	Action
Does the school have an e-safety policy in place?			
Are there 'Acceptable Use Policies' for both pupils and adults?			
Is cyber bullying addressed in the school's anti-bullying policy?			
Are there effective sanctions in place for breaching the policy?			
Has the school appointed an e-safety co-ordinator?			
Is e-safety provision rigorously and regularly reviewed?			
Does the school keep a log of e-safety incidents and alter provision accordingly?			
Has an evaluative comment on e-safety been included in the SEF?			
Infrastructure	Yes	No	Action
Is the school network safe and secure?			
Does the school use an accredited internet service provider? <i>Eg embc</i>			
Does the school use internet filtering/monitoring?			
If there are changes made to the internet filtering setup are these authorised by a senior manager?			

EARLY YEARS FOUNDATION STAGE

The early years represent the most intensive period of growth and development in a child's life. Through play, children can learn most effectively and effortlessly. A child's natural curiosity and desire to learn can be stimulated through thoughtful guidance and a planned curriculum. At Castle Lane Day Nursery Ltd we follow government guidelines with regards to curriculum development and provide learning opportunities for children using the EYFS themes to help children achieve, learn and develop. These are;

- A Unique Child
- Positive relationships
- Enabling Environments
- Learning and Development

These learning outcomes are planned and achieved by using various play plans to provide a balanced curriculum. This helps to attain children's maximum potential within their perceived capabilities.

All staff are very aware of the importance of the correct play environment for a child, so they can develop good social skills and an appreciation of all aspects of our multicultural society. Planning of the learning experience by the staff is further designed to ensure, as far as practical, equality of opportunity between all children.

An individual record and observation of each child's development is maintained, showing their abilities, progress rate and areas needing further staff assistance. This supports the children's on line learning journeys through their various stages of development throughout their time at nursery.

BEHAVIOUR MANAGEMENT POLICY

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the Nursery, we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them.

Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum. Sanctions applied in the case of unacceptable behaviour must take account of the age and stage of development of the child, be relevant to the action or actions and be fair.

The Nursery Manager shall ensure that the parents/carers are fully informed about and support the actions being taken to modify the child's unacceptable behaviour.

Physical punishment will never be acceptable practice and will never be used by any adult present in the Nursery. However, it may be necessary to use restraining action in an emergency to prevent personal injury or serious damage to property.

Parents / carers should feel free to discuss any concerns they may have with the Nursery Managers, (Vikki Gamble & Harriet Gray). All matters will be treated in the strictest confidence. Vikki & Harriet will liaise with Laura Flavell, who is our Behaviour Support worker at Castle Lane.

- ❖ The Nursery believes in promoting positive behaviour.
- ❖ We aim to encourage self-discipline and consideration for each other, our surroundings and property.
- ❖ By praising children and acknowledging their positive actions and attitudes, we hope to ensure that children see that we value and respect them.
- ❖ Nursery rules are concerned with safety, care, and respect for each other. Children who behave inappropriately by physically harming another child or adult or by verbal bullying will be issued with an incident form. This will then be discussed with the parents and they will be asked to acknowledge the incident and sign the form. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge that a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.
- ❖ How a particular type of behaviour is handled will depend on the child and the circumstances. It may involve the child being asked to talk and think about what he or she has done. It may be that the child will not be allowed to make his or her own choice of activities for a limited period.
- ❖ The child will also be asked to see if the child/person who was 'hurt' is all right and to demonstrate that they are sorry.
- ❖ Parents will be informed if their child is persistently unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in Nursery, at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there

are any difficulties we can work together to ensure consistency between home and Nursery and work towards an appropriate action plan. In some cases, we may request additional advice and support from other professionals such as the Educational Psychologist or Child Guidance Counsellor.

- ❖ 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.
- ❖ 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 racist comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

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

SPECIAL EDUCATIONAL NEEDS

Statement

The Nursery is committed to the integration of children with special needs.

All children have the right to be educated and develop their full potential alongside each other. It is a positive experience to be able to share the same opportunities and overcome any difficulties together.

Aims

- ❖ To recognise any special needs a child may have and ensure all staff are aware of the DfEE (Department for Education and Employment) Code of Practice on identification and assessment of special needs.
- ❖ To employ a Special Needs Co-ordinator who is experienced in the care and assessment of children with special educational and disability needs.
- ❖ To assess each child's specific needs and adapt our facilities as appropriate.
- ❖ To liaise with other agencies including the health and education authorities and seek advice, support and training.
- ❖ To develop and maintain a core team of staff who are experienced in the care of children with special needs.
- ❖ To ensure that all children are treated as equals and are encouraged to take part in every aspect of the Nursery day.
- ❖ To promote positive images of those with special needs wherever possible.

Responsible People (SENDCO): Lana Smith, Hayley Harman, Laura Flavell and Olivia Leeder-Douglas

At Castle Lane Day Nursery Ltd. we believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique therefore, any attempt to categorise children is inappropriate. Children learn from interacting with others. Children with special needs can be educated and develop as far as practicable with non-handicapped peers.

The Nursery is committed to working alongside parents, in the provision for their child's individual needs to enable us to help them to develop to their full potential. We are committed to work with any child who has a disability to enable the child to make full use of nursery's facilities. We believe that all children with special needs have a right to a broad and well-balanced education.

Depending on the individual child's disability and the funding available, the Nursery will endeavour to provide a ratio of 1:1. All staff members are willing to adapt resources to suit individual needs.

We feel it is paramount to find out as much as possible about a particular child's condition and the way that affects his/her educational needs by: -

- ❖ Liaison with the child's parents.
- ❖ Liaison with any professional agencies.
- ❖ Reading any reports that have been prepared.
- ❖ Attending any review meetings with the local authority.

- ❖ Regular monitoring of observations done on the child's development.

All children will be given a full settling in period when joining the Nursery according to his or her need.

The Nursery has a Special Needs Co-ordinator who works closely with all staff to make sure there are systems in place to: plan, implement, monitor, review and evaluate the special needs into the Nursery, always making sure plans and records are shared with parents/carers.

If any staff member has concerns about any child in our care, we will endeavour to follow the graduated response procedures. These include:

- ❖ Early Years Action – In-house observation, assessment & gathering evidence to support concerns
- ❖ Early Years Action Plus – Contacting outside agencies with parental permission

If any parents have a complaint, they should follow the normal procedures for the Nursery but also involving the SENDCO who are named above.

Children sleeping at nursery

All children are able to have a sleep or a nap at Castle Lane, key workers will liaise with parents to establish whether their child sleeps or not and for how long and where, i.e. 1 hour, cot.

Separate bedding will be allocated to each child and will be placed in a numbered bag or box; this will be washed after the child's last day that they are in that week or sooner if needed.

If the child's sleep room is in a separate area, staff will check them on a regular basis.

Children tend to stop having a sleep once they enter pre-school age. They will be given the option to sleep by staff daily. Staff will discuss with parents the next step of sleeping if there child starts declining sleep.

STUDENTS AND/OR WORK PLACEMENT

The Nursery welcomes the chance to encourage training. We accept student/work placements and recognise this as an opportunity to examine and revise our own practise. We will accept one student per room at a time. More than this places undue pressure on the staff. We do however accept small groups or occasional placements when research or studies are being carried out that will be of benefit to child-care and the Nursery.

All students on placement must adhere to the same codes of conduct as permanent staff and this applies to time keeping, confidentiality and appearance. Students are attached to a Senior Member of staff who supervises their work and explains the safety and fire requirements. All students are encouraged to contribute fully to the Nursery routine and to spend some time in each area. Students must not be left alone with children and are not allowed to change nappies or toilet children.

- ❖ Please refer to Student Information file for contact details and confidentiality form.

ARRIVALS & DEPARTURES

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

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

The staff member receiving the child immediately records their arrival on the daily attendance register. Any specific information provided by the parents/carers should be recorded on the Daily Notes form or placed the white board only using the child's initials.

If the parent/carer requests the child to be given medicine during the day, the staff member must ensure that the medicine consent procedure is followed. All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and handed to them personally.

If the child is not to be collected by the parent/carer at the end of the session, an agreed procedure must be followed to identify the nominated adult. A designated staff member within the group should anticipate the planned departure of the child.

No child will be handed over to anyone other than the known parent/carer unless an agreement has been made before the time of arrival. On departure, the daily attendance register must be immediately marked to show that the child has left the premises.

If a child is left beyond the Nursery closing time, the procedure below will be followed:

- ❖ Two members of staff must remain on the premises.
- ❖ One member of the staff should attempt to locate the child's parent/carer.
- ❖ If the parent/carer is not contactable then emergency contacts should be phoned.
- ❖ If all attempts to contact parent/carer or emergency contacts fail then the procedure should be repeated at ten-minute intervals.
- ❖ The Nursery Manager should also be alerted.
- ❖ During this time, staff should be careful not to cause undue stress to the child.
- ❖ When the parent/carer arrives staff will expect an explanation however, this should be dealt with in a courteous manner.
- ❖ If after an hour and all reasonable attempts to contact parent/carers have failed then the Nursery Manager will contact the relevant social services departments. The duty social worker will take charge of the situation and decide what will happen next.
- ❖ Under no circumstances will a child be allowed to depart from the Nursery unless it is with a previously identified authorised person. A member of staff must always acknowledge departure of a child. If a different person is collecting the child then a password will be needed.
- ❖ The Nursery reserves the right to charge an additional late fee in certain circumstances.

STAFF DEVELOPMENT TRAINING & POLICIES

The Nursery highly values its staff. It is in the interests of the nursery, the children and the individual that each staff member is given the opportunity to develop their personal skills. We aspire to maximise and broaden staff knowledge and skills in caring for children.

To facilitate this we:

- ❖ Hold regular staff meetings, room meetings and team meetings.
- ❖ Encourage, where practical, staff to attend external training courses.
- ❖ Encourage staff to pass on their knowledge to those less experienced.
- ❖ Have staff appraisals & supervisions every year.
- ❖ Hold on-going training in house.
- ❖ Encourage NVQ training for Nursery Assistants and higher level training for more senior members of staff.

STAFF SUPERVISIONS AND STAFF OBSERVATIONS

“Providers must put in appropriate arrangements in place for the supervision of staff... Effective supervision provides support, coaching and training for the practitioner and promoted the interests of children. ... Supervision should provide opportunities for staff to discuss issues, identify solutions to address issues and receive coaching to improve personal effectiveness”.(The Workforce Improvement Team and the Improvement Team. Leicestershire County Council. 2014 p 1.)

In addressing Castle Lane management’s responsibilities to employees regarding supervision, the following supervision protocols are in place.

Castle Lane Staff supervision protocols follow the format recommended within Early Learning and Childcare Service Supervision Toolkit compiled by The Workforce Improvement Team and Improvement Team. Leicestershire County Council. (2014).

Individual staff supervision

This is conducted every three months i.e. January, April, July and October. Each individual staff supervision session will focus on staff understanding of policies and practices within the nursery

which impact on delivering safe and high quality practice e.g. safeguarding, risk assessment, child health, responsibilities in taking children on outings etc.

For example in July 2015 staff were asked the following questions?

- ❖ Have you any concerns or worries regarding your role?
- ❖ Have you any safeguarding concerns related to either a child or member of staff?
- ❖ Would you feel confident to raise a concern and if so who with?
- ❖ What do you understand regarding LADO? What is whistle blowing?
- ❖ Do you know what the competency framework and do you know which competency you are in?
- ❖ What is our behaviour policy? How would you deal with a challenging child?
- ❖ Do you feel you are provided with sufficient training opportunities?
- ❖ Do you need any additional support?
- ❖ Are there any medical conditions which we need as employers need to be aware of?
- ❖ Have there been any changes or disclosures to your DBS? Have you moved in with any new partners or family members who have had disclosures?
- ❖ Have you anything to discuss since your previous supervision?

Staff annual appraisal.

This is conducted on a yearly basis every November. The format is as follows.

1. Staff members complete a pre - self appraisal review form. This comprises of the following areas.

- a) Identifying personal and professional strengths over the previous year.
- b) Identifying expectations of their contributions and expectations whilst working within the unit.
- c) Identifying contributions that can lead to the improvement of their unit.
- d) Following the completion of the self appraisal, this is discussed with the staff's supervisor.
- e) Following discussion, action points, targets and review dates are agreed between the staff member and supervisor.
- f) Actions points and targets are reviewed on the dates set within the appraisal.

Peer observations.

Research indicates that care givers i.e. practitioners/parents/carers behaviours has a direct effect on the development of the child. "Additionally there is evidence that practitioners showing a high level of responsiveness to children are associated with children's advanced language, literacy, numeracy and problem solving and better, social and emotional development". (National Day Nurseries Association 2012 p 7). The observation checklists are designed to help practitioners assess for themselves the

quality of their adult/child interactions in their setting and thereby make improvements to enhance their practice.

The peer observations comprise of the following format and are carried out every three months.

1. Peer Observations.

- a) Activity observed (what did you see)
- b) Evaluation.
- c) Key strengths identified.
- d) Areas of development.
- e) Training needs identified.

2. Communication, language and literacy.

- a) Let the child choose toy or activity.
- b) Follow what the child wants to do.
- c) Waiting for the child to talk. (give the child at least 10 seconds)
- d) Listen to what the child is saying.
- e) Talking about what the child is doing.
- f) Using short simple sentences.
- g) Make the adult voice interesting.
- h) Let the child see your face.
- i) Limit the questions asked.
- j) Give lots of praise.

3. Joint Children's Observations.

This observation ensures that all staff have a clear understanding of the EYFS. The observation should be completed in pairs each completing the observation independently. Following completion of the observation, discuss will focus on links to the EYFS and next steps.

- a) Observe the child.
- b) Links to EYFS
- c) Childs next steps.
- d) Comparing the findings of the two independent observations, links to EYFS and staff improvement

The overall findings of the peer observations and targets for future improvements will inform the discussions carried out in the yearly staff appraisals. However any concerns raised in the observations will be discussed with the staff member immediately and action points identified as necessary to address any concerning practice issues.

- e) Video observations – These are a great opportunity to replay and analyse staff practise.

DATA PROTECTION

It is a legal requirement for the Nursery to hold information about the children registered for care and the staff. Basic information is used for registers, invoices and for emergency contacts, however all records will be stored in a locked cabinet and all information stored will comply with the new GDPR regulations. We do not process any information without your written consent, unless we are required to do so by law.

The staff through their close relationship with both the children and their parents may learn more about the families using the Nursery. All staff are aware that this information is confidential and only for use within the Nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought.

If, however, a child is considered at risk our child protection policy will override confidentiality on a "need to know basis".

DATA RETENTION

By law we have to retain your details for set periods of time. The list below shows how long our records are kept.

- ❖ Registration forms – 8 years after leaving
- ❖ Accident form – until the child is 18 years old
- ❖ Incident forms – until the child is 18 years old
- ❖ Medication forms – until the child is 18 years old
- ❖ Unit registers – 2 years
- ❖ Social services information – Indefinitely
- ❖ Staff information – Until they leave
- ❖ Application process – 3 years

RACIAL HARASSMENT & BULLYING

Introduction

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

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

Parents/carers have a right to know when racism or any form of bullying occurs and what actions the nursery will take to tackle it.

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

Definition of Racial Harassment

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

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

Examples of Racial Harassment and bullying

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

Procedure

- ❖ All staff in the Nursery should be constantly aware of any racial harassment or bullying that is taking place.
- ❖ They must intervene firmly and quickly to prevent all forms of racial harassment or bullying. Any allegation should be taken seriously and reported to the Nursery Manager.

- ❖ Each incident should be investigated and recorded in detail as accurately as possible. This record should be available for inspection by staff, inspectors and parents/carers where appropriate, on request.
- ❖ The Manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book, as information on individuals is confidential to the Nursery.
- ❖ Where an allegation is substantiated following an investigation, the parents/carers of children who are perpetrators and victims should be informed of the incident and of the outcome.
- ❖ Continued racial harassment or bullying may lead to exclusion but such steps should only be taken when other strategies have failed to modify behaviour.
- ❖ Adults found to be perpetrators must be reported immediately to the Manager.

Racial harassment needs to be recorded to:

- ❖ Develop strategies to prevent future incidents
- ❖ Identify patterns of behaviour
- ❖ Identify persistent offenders
- ❖ Monitor the effectiveness of Nursery policies
- ❖ Provide a secure information base to enable the Nursery to respond to comments about racial incidents

Nursery Staff

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

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

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

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

VISITS & OUTINGS

As part of our curriculum the children are taken for local walks, visits etc. Off the premises, Permission will be sought for your child to be included in such outings.

- ❖ A staff member shall inform you in advance of any visits or outings involving the transportation of children away from the nursery.
- ❖ The nursery will inform parents/carers whether a school vehicle, private passenger vehicle or public transport will be used.
- ❖ When taking a child on such a trip, outing or special event, the nursery will:
 - ❖ Secure individual written consent slips signed by a parent/carer.
 - ❖ Carry out a risk assessment of the location that they are to visit.
 - ❖ Inform parents/carers of the time and place the visit will take place.
 - ❖ Inform parents/carers on the equipment needed for the trip i.e. coats, rucksack, appropriate shoes, packed lunch etc.
 - ❖ The ratio for staff to children depends on the age group of the group and will be advised at the time.
 - ❖ Ensure there are enough car seats using children's own and nursery's own age appropriate seats.

The staff members will:

- ❖ Take a register with them
- ❖ Ratio will be the set requirement for the age, plus an additional member of qualified staff.(children's individual needs must be taken in to account)
- ❖ Take a first aid kit
- ❖ Take contact numbers.
- ❖ Anything else that is deemed necessary for the comfort of the trip.
- ❖ The staff members will contact the nursery at least once whilst out.
- ❖ All Children will wear a high visibility jacket.(nursery logo and contact number is on the back)
- ❖ Head counts will be taken before setting off, on arrival, then every 20 minutes up to departure, and at departure and again on arrival back at the nursery.
- ❖ Staff will make sure children aged 3 and under are walking with the Walk-a-dile
- ❖ Each staff member will be having a small group of children that they are responsible for. One staff member will be in charge over all.
- ❖ A new head count sheet MUST be used on every trip/visit/outing.
- ❖ Risk assessment MUST be updated before each trip/visit/outing.

MISSING OR LOST CHILDREN

- ❖ Lost child procedure (from nursery)
- ❖ In the unlikely event of a child going missing within/from the nursery, the following procedure will be implemented immediately.

- ❖ The nursery manager will be informed immediately and all staff present will be informed and deployed to start a thorough search of the nursery, followed by a search of the surrounding area, ensuring that all other children remain supervised throughout.
 - ❖ The manager will carry out a second search of the area.
 - ❖ If the child has still not been accounted for, the manager will contact the police.
 - ❖ The manager will also contact the parents/carers of the missing child.
 - ❖ During this period, staff will continually search for the missing child. Staff will maintain as near to normal routine for the rest of the children in the nursery.
 - ❖ The manager will meet the police and parents/carers.
 - ❖ The manager will then await instructions from the police.
 - ❖ Any incidents must be recorded in writing.
 - ❖ Ofsted must be informed of any incidents.
 - ❖ With incidents of this nature parents, carers and children may require support and reassurances following the traumatic experience.
- ❖ Lost child procedure (outings)
- ❖ Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately.
 - ❖ The organiser will be informed immediately and all staff present will be informed and deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised in an enclosed area throughout, with the rest of the staff.
 - ❖ If appropriate, on-site security will be informed and a description of the child/children given.
 - ❖ In the event of a child not being found, the designated person in charge will immediately inform the police.
 - ❖ The designated person in charge will then inform the nursery who will contact the child's parents/carers giving details of what has happened. In the case of the whole nursery being on an outing, all parents/carers details would be taken on the trip by the person in charge.
 - ❖ Staff from the nursery will be sent to assist the safe return of the other children.
 - ❖ During this period, staff will be continually searching for the missing child, whilst other staff members maintain the safety of the remaining children.
 - ❖ At least one member of staff will remain at the scene whilst others return to the nursery with the children. This member of staff will continue searching for the child/children.
 - ❖ The remaining member of staff will meet with the police and parent/carers when they arrive at a designated point.
 - ❖ Any incidents must be recorded in writing.
 - ❖ Ofsted and LADO must be contacted and informed of any incidents.
 - ❖ With incidents of this nature parents/carers and children may require support and reassurances following the traumatic experience.

HEALTH & SAFETY

General Statement

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

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

The policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it has operated will be reviewed every year.

As we feel this is an important part of our business we have an outside agency over see our Health and Safety. At present it is a company called Citation.

Signed:

Date:

***Full Health and Safety policies in separate file.**

EXCLUSION PROCEDURE FOR ILLNESS/COMMUNICABLE DISEASE

Minimum Periods of Exclusion from Nursery:

Disease/Illness	Minimal Exclusion Period
Antibiotics prescribed	Child to stay at home for 48 hours after medication commenced unless disease listed below
Temperature	If sent home ill, child must be off for a minimum of 24 hours
Vomiting	Child must be kept at home until clear of symptoms for a minimum of 48 hours before returning to Nursery
Conjunctivitis	24 hours so parents/carer can get one day's worth of treatment administered
Diarrhoea	Child must be kept at home until clear of symptoms for a minimum of 48 hours before returning to Nursery
Chickenpox	5 days from appearance of the rash and blisters crusted over.
Gastroenteritis, food poisoning, salmonella and dysentery	Until authorised by Doctor
Hand, Foot & Mouth	Unless the child is unwell there will be no exclusion from the Nursery
Infective hepatitis	5 days from onset of jaundice
Measles	5 days from appearance of the rash
Meningococcal infection	Until recovered from the illness
Mumps	5 days from the onset of swollen glands
Pertussis (whooping cough)	5 days from commencing antibiotic treatment
Poliomyelitis	Until declared free from infection by Doctor
Scarlet fever and streptococcal infection of the throat	48 hours from commencing antibiotic treatment
Tuberculosis	Until declared free from infection by the Doctor
Typhoid fever	Until declared free from infection by the Doctor
Impetigo	Until the skin is healed
Pediculosis (lice)	Until appropriate treatment has been given
Plantar warts	No exclusion. Should be treated and covered
Ringworm of scalp	Until cured
Scabies	Need not be excluded once appropriate treatment has been given

MEDICATION

Parents/Carers must sign a medication form daily giving details of the medicine, dosage and times to be administered.

The greatest care will be taken to see that these are administered according to the instructions and a signed record of all medication administered shall be made on the medication forms and witnessed by another member of staff.

The Nursery will administer non-prescribed medication, i.e. Calpol, for a period of 2 days, after this time medical attention should be sought.

Procedure of medication

If a child develops a temperature, the first thing to do is try to cool the child down whilst a member of staff calls their parent/carer. They must ask the parent to email permission to the nursery before any medication can be given. If the temperature still stays high then staff must call parent/ carers to come and collect the child. (see exclusion procedure to see what is next)

HEALTH/ILLNESS & EMERGENCY

It is the Nursery's policy to encourage and promote good health and hygiene for all the children in our care. This includes monitoring the children for signs and symptoms of communicable diseases such as chickenpox, measles, mumps, rubella, meningitis, hepatitis, diarrhoea, vomiting and fevers of 101°F/38°C or over.

With the welfare of the sick child in mind and in the interests of the remaining children in the Nursery, if in the opinion of the staff a child is ill, then the parent/carer will be contacted and requested to collect him/her as soon as possible.

The staff must be convinced that the child has returned to good health before re-admitting them.

In the case of a serious accident or illness, occurring, the parent/carer will be contacted immediately along with the medical professional. Appropriate action will be taken. In the unlikely event of the parent/carer not being available the senior staff member will assume charge. If necessary the senior staff member will take the child to hospital along with all relevant details.

The following procedures will be followed in the event of:

Major Accident

At all times the staff must wear protective clothing, disposable aprons and gloves.

- 1) The Manager will assess the situation and decide whether the child needs to go immediately to hospital or whether the child can wait for the parent/main carer to come.
 - a) If the child needs to go straight to hospital, an ambulance will be called. Then the parent/main carer will be contacted and arrangements will be made to meet the parent/main carer at the hospital. A member of staff will accompany the child to the hospital, but will not sign any treatment to be carried out. If treatment is urgently required only then will the member of staff give permission **but only** with consent from the child's parent.
 - b) If the child can wait for the parent/main carer to come, then the parent/main carer will be contacted and the child will be made as comfortable as possible. The member of staff will stay with them until the parent/carer arrives. It will then be for the parent/main carer to decide whether to go to the hospital or not.

A report of the accident will then be recorded in the accident book, an accident form will be completed for the child's parent, and a copy put in their file. The major accident will also be reported to OFSTED as soon as possible.

Minor Accident

At all times the staff must wear protective clothing, disposable aprons and gloves.

- ❖ A member of staff will assess the injury and if necessary, the Manager is called.
- ❖ The injury is then treated.
- ❖ The child is then resettled back into their room, and observed.
- ❖ The incident is then recorded in the accident book and an accident form is completed and placed in the daily register for the parent to sign on collection, a copy of which will be put in the office.
- ❖ A senior member of staff checks the accident book for the area on a regular basis to check for patterns in accidents/near misses.

Animals at Nursery

It is our policy at Castle Lane to ensure that any animals that are kept at our nursery are treated kindly and with respect and cared for in accordance to their needs.

Children are supported in the handling of any animal and help care and feed them with adult supervision. The children are encouraged to talk with the staff members regarding the animals and the care that they need.

This provides a valuable educational experience.

Where the animal may come with an allergy warning, i.e. a dog, parent consent must be obtained before the child can handle them.

Staff and children must adhere to the hygiene procedure after tending to the animals.

Management of biting in young children

Many young children go through a biting phase. Often in babies this is due to teething as it is their way of relieving the pressure of pain. They may also use their mouths to investigate what others taste or feel like. Babies do not yet understand the difference between biting a toy and biting a person.

Biting among older children aged up to 60 months is also quite normal, not all children bite but within a group of this age range it is not unusual to have 1 or 2 biters. This does not generally mean the child has an underlying problem or is naughty; biting can be attributed to many things such as;

- ❖ Frustration
- ❖ Tiredness / Unwell
- ❖ Lack of communication skills
- ❖ Lack of self control
- ❖ Limited social behaviour skills
- ❖ Boredom
- ❖ Over stimulated / excited
- ❖ Attention seeking (albeit a negative approach)
- ❖ Group size
- ❖ Behaviour

An ongoing phase of biting causes distress for everyone, not only for the child that has been bitten but to the families, including those of the biter. It is also a frustrating and challenging issue for carers as there is no quick cure.

The strategies and preventative measure we take to support the biter and minimise the risk to other children during an ongoing biting phase are as follows,

- ❖ In the first instance we respond immediately and calmly by taking both children away from the situation.
- ❖ We focus on giving the child that has been bitten, 1st aid and comfort.
- ❖ We engage the biter in another area of play to distract him/her from the situation.
- ❖ We will maintain vigilant shadowing of the biter to intervene immediately if biting is likely to occur again.
- ❖ To try and break the cycle of biting we will put an ABC chart in place and monitor the pattern of incidents to determine the triggers.
- ❖ We will liaise immediately and sensitively with the family of the biter, discussing the plan of action and advise and encourage the same principles be put into practise in the home.

- ❖ We will inform other parents affected by the situation of our proposals to break the biting cycle, without revealing the identity of the biter.
- ❖ In the circumstances of a persistent phase of biting we will seek extra guidance from outside support in the form of our early years mentor.

We empathise with parents of the biter and with parents of the child that has been bitten and carers will do their utmost to dispel such incidents as quickly as possible and we will ensure parents/ carers that everything will be done to keep your child safe, but we ask them for their continued support in these matters as there is no overnight solution.

Hot drinks policy

All staff, Students and visitors are entitled to have a break; this can be taken anywhere within reason within the nursery. They are to be advised to carry all drinks on a tray and not to carry drinks through corridor or stairs unless they are free of children and parents.

Staff are able to have a hot/cold drink whenever they feel they need one. Staff must never stand near any child whilst having a hot drink and all drinks must be kept out of reach at all times. Common sense must prevail whilst drinking a hot drink.

- ❖ 3 –5 unit, hot drinks remain in the kitchen area.
- ❖ Toddler unit, all drinks must be carried from the main kitchen on a tray and placed on the high shelves near the door.
- ❖ 0 – 2 unit, hot drinks must be kept on the centre part of the desk area.
- ❖ Tweenies unit, hot drinks are to be kept high up on shelf near the sink.
- ❖ After school club, all hot drinks must be kept in the kitchen area.

Whilst staff members are on lunch they must make sure that where ever they have a hot drink there are no children in the same area as themselves.

Anaphylaxis Shock

Adrenaline pens must be kept in the first aid cupboard/box, out of the reach of the children, within the particular child's unit. The adrenaline pen must be kept in a container clearly labelled who it belongs to. **The pen should not be kept in a locked cupboard.**

Never give an adrenaline pen prescribed for one child to another, whatever the situation.

When Anaphylaxis shock occurs:

If one or more of the following symptoms occur you must carry out the procedure for dealing with anaphylaxis shock:

- ❖ Itching in throat, lips or tongue
- ❖ Swelling of face
- ❖ Puffy eyes
- ❖ Difficulty breathing
- ❖ Hoarseness
- ❖ Wheeziness
- ❖ Symptoms of shock
- ❖ Loss of consciousness
- ❖ Vomiting

Dealing with Anaphylaxis shock:

If one or more of the above symptoms occur the following procedure must be carried out in the following order:

- ❖ Sit child on a chair or an adults knee
- ❖ A member of staff trained to administer the adrenaline pen, must do so. Repeat after 5 minutes if needed (note times and who administered)
- ❖ Phone emergency services. Obtain an extra member of staff from the quietest unit if needed
- ❖ Contact parents
- ❖ Take child's container and contents to the hospital
- ❖ If parents can't get to go in the ambulance, a member of staff must go -not the senior member.

Outside play area, Decking

Several times a day the children get the opportunity to play outside in the nursery play area, the downstairs gym and the two decked areas. It is important however that we follow strict guidelines to ensure the safety of the children.

Outside

- ❖ A minimum of two members of staff are to be outside in the play area at all times
- ❖ Staff to take the unit telephone out with them to communicate with other units in case of an emergency
- ❖ Registers to be taken outside
- ❖ Unit staff must complete the headcount form or check list on register before, during and after going outside,
- ❖ Children are encouraged to socialise with each other
- ❖ Staff to help children down the steps and encourage them to hold onto the rail
- ❖ Staff to organise themselves so that everywhere is supervised, especially on the climbing frame and trees or whilst children are playing in the home area.
- ❖ During the summer, staff are to be sure children are protected from the sun with sun cream and sun hats. Nursery can provide these if parents forget to.

Decking

- ❖ One member of staff must be out on the decked areas at all times and if staff ratios at the time means that only one member of staff is required then the doors MUST be open as contact among staff is needed at all times.

Paddling Pool

- ❖ No more than 4 children at any one time.
- ❖ A staff member MUST stay by any paddling pool being used at all times.
- ❖ Pool to be kept under the canopy and covered at night

HYGIENE & FOOD SAFETY

Food is essential to good health and survival, but it has to be looked after to avoid contamination with harmful bacteria that could cause food poisoning. In order to prevent this, once the food has been

bought, it must be stored safely and prepared hygienically. It is imperative that high standards of hygiene are practised in the preparation and serving of food.

This is extremely important where children are concerned as they rely on adults to ensure that the food they eat is nutritious and safe as they are vulnerable to infection.

At Castle Lane Day Nursery, we have employed a qualified cook and most employees have "The Care Skill UK Food Safety Certificate. We have the highest obligation to the children in our care to ensure that they are not exposed to any risk of infection or illness.

The following steps are adhered to at all times:

Purchasing food

The majority of food is purchased from Local Supermarkets.

When receiving produce "use-by" dates are checked to ensure a "First in First Out" system is used and that it is actually in date. The chilled and frozen produce are placed into the freezer/fridge immediately on return from the supermarket. Temperature checks are taken and recorded to ensure the produce reaches the Nursery in a high quality condition.

Storage

On accepting the delivery, the chilled and frozen foods are put away as quickly as possible.

Temperature checks are taken and recorded once daily to ensure the refrigeration equipment is working correctly.

The coldest part of the fridge must be between 0 and 5°C, and the freezer below -18°C. Thermometers inside the refrigeration units monitor this.

Raw meat and fish are kept in separate containers in the fridge on the bottom shelf so that they do not touch or drip onto other food.

All temperature checks are carried out using a pyrometer that is checked on a daily basis. (See Daily Product Safety Checklists)

Personal Hygiene – Food Handlers

You must always wear disposable gloves and aprons when handling food.

Gloves are available for use whilst performing cleaning tasks.

If you contract or are exposed to any illness or disease that could be transmitted to others, you must immediately cease work and report the matter to the Nursery Manager.

Sickness Reporting Policy

All food handlers have a responsibility to fellow employees and the children in our care not to work if they are suffering from food poisoning, or suffering from the symptoms of food poisoning i.e. vomiting

Food Safety

or diarrhoea. If you are suffering from these symptoms, you will not be allowed to work again until you show no symptoms for a 48-hour period.

Failure to report such conditions is an offence under the Food Safety Regulations and may lead to prosecution as well as being classed as an example of a gross misconduct offence.

Guidance for Food Handlers

Food handlers also include the Nursery Nurses and Assistants who work in the main kitchen.

DON'T work if you are suffering from any confirmed or suspected case of illness that is likely to be transmitted by food. e.g. food poisoning such as salmonella or dysentery.

DON'T work if you are suffering from vomiting, diarrhoea, fever, nausea etc. In these cases, notify the Nursery Manager immediately. The Manager will deal with the matter sensitively and confidentially only telling those people who need to know.

DON'T work if you are suffering from infected, scaling, weeping, or discharging wounds, skin infections, eye or ear infections or sores, especially on exposed parts of your skin. Inform the Manager so that she can decide if the wound etc. can be effectively covered. Wounds must be covered with a blue waterproof plaster.

DON'T work if you are suffering from a heavy cold, flu and any other infection of the respiratory system.

DON'T smoke, eat or drink in any unauthorised area, and never cough or sneeze over food.

DON'T wear your own clothing over your uniform in food preparation, storage or service areas.

DO report to the Manager on returning from holiday if you have had any confirmed or suspected illness or vomiting or diarrhoea, etc. Also, inform the manager if you have travelled to an area where enteric fevers (e.g. typhoid and para-typhoid) are present. This is particularly the case if you have travelled outside Europe or North America.

DO always wear your hair up if it is long

DO always wear the disposable aprons whilst working with food and in the kitchen areas.

DO always practice good personal and kitchen hygiene as taught during your induction and on-going training sessions.

DO change and disinfect kitchen cloths and sponges frequently to avoid cross contamination.

These procedures must be adhered to at all times, in particular:

- ❖ food must NOT be used if it is past its use by or best before date
- ❖ the correct equipment and utensils must always be used for each task
- ❖ food equipment, utensils and preparation areas must be kept clean using Clean As You Go (CAYG) procedures
- ❖ always use the foot pedal on the kitchen bin to prevent cross-contamination

And finally, if something is not right, e.g. a freezer is too warm or a piece of equipment is faulty, report it to the Manager immediately.

Cooking

The following guidelines are always followed when preparing and cooking food.

- ❖ Defrost food thoroughly before cooking.
- ❖ Food is thoroughly cooked. Meat and chicken need special care, and must be cooked through to the centre. This is monitored using the pyrometer.
- ❖ No food leaves the kitchen less than 75°C.
- ❖ Raw meat, fish, vegetables & fruit, cooked meat and bread & pastries are prepared using separate, colour coded chopping boards.
- ❖ Cooked food that needs to be refrigerated or frozen is cooled quickly.
- ❖ Food standing in the kitchen and on the trolleys awaiting the transfer to the Nursery rooms must be covered with lids or cling film.
- ❖ Yolks and whites of eggs are cooked solid for the children.
- ❖ Cooked food is only reheated once and is piping hot all the way through.

DAILY PRODUCT SAFETY CHECKLIST GUIDELINES

The instructions below detail when and how the daily checks must be performed.

Pyrometer

It is essential that the pyrometer is checked every day before any other check is completed.	
<p>Monthly</p> <p>This check must be performed daily before any readings are taken.</p>	<ol style="list-style-type: none"> 1. Fill a cup with ice and top it up with cold water 2. Place the needle probe in the water. Do not touch the sides or bottom of the cup. 3. Allow standing for 2 minutes & record temperature. 4. The reading must be 0°C/-5°C.

Hand washing Facilities

Before performing any checks you need to wash your hands, you can check the hand washing facilities whilst you are performing this task. Check that there are enough supplies of anti-bacterial hand soap and paper towels for the whole day.

Completion Time & Verification

Record the time that the checks were started for each section, and then the time that they were finished.

Record the name of the person completing the checks.

The cook signs the relevant sections to verify that the checks have been completed accurately.

The Nursery Manager countersigns to confirm that the responsibility with regard food safety lies with them until the next checks are performed.

School drop off and pick up procedure

A staff member of Castle Lane will take the children to their school. This will be done in either a bus, car or by walking. Correct booster seats will be provided and there will be 2 members of staff for the walkers. High visibility vests will also be available in all vehicles and rucksacks.

The children will be taken into the reception area or their classroom within the school. Castle lane staff will insure to have contact with either teacher or reception staff when they hand the child over. A signature will be obtained by a teacher where possible.

The procedure during school pick up will be that the staff member will pick up from the schools; this will either be from the classrooms or a designated collection point. However this does vary from school to school.

If a child does not arrive at the designated meet point the staff member will go to the main office and ask the receptionist to call the child's parent to make sure he/she has got them, as it is the schools responsibility to do so. If the school cannot get hold of the parent/carer then the school need to resort to their policy of a left child.

All staff members will be DBS checked and correct insurance will be obtained on all vehicles.

Staff will also carry a rucksack with a mobile phone and a first aid bag in, in case of emergencies.

Once the children are back at Castle Lane, the member of staff who is on door duty will mark them in.

If there is a double pick up, children must not be left in any vehicles at any time

Please see Vikki or Maxine to discuss individual school requirements

The policy was adopted on	Signed on behalf of the nursery	Date to review
30/11/2015		25/07/18
24/11/2015		24/07/19
24/11/15		24/07/2020

Intimate Care

At Castle Lane we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled. Encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes and giving first aid treatment and specialist medical support, where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis. Wherever possible by a unit member.

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

- ❖ Prompting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works.
- ❖ Ensuring all staff undertaking intimate routines have suitable enhanced DBS checks.
- ❖ Training all staff in the appropriate methods for intimate care routines and arranging specialist training, i.e. first aid training, specialist medical support.
- ❖ Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines.
- ❖ Following up procedures through supervision meetings and appraisals to identify areas for development or further training.
- ❖ Working closely with parents on all aspects of the child's care and education as laid out in the Parent and Carers as partners Policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support, the nursery will arrange a

meeting with the parents to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.

- ❖ Ensuring all staff have an up-to-date understanding of safeguarding/child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the safeguarding/ child protection policy. All staff meetings will have a time slot to talk about safeguarding
- ❖ Operating a whistle-blowing policy to help staff raise concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery.
- ❖ Conducting working practise observations on all aspects of nursery operations to ensure that procedures are working in practise and all children are supported fully by the staff. This includes intimate care routines.
- ❖ Conducting regular risk assessments on all aspects of all nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the risk relating to intimate care routines and has placed appropriate safeguarding in place ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines, please see the manager at the earliest opportunity.

This policy was adopted on	Signed on behalf of the nursery	Date for review
08/02/2018		08/02/2019
08/02/2018		08/02/2020

Lone Working Policy

At Castle Lane we aim to ensure that no member of the team is left alone working in either a room or within the building at any time. However there may be occasions when this isn't always possible due to:

- ❖ Toilet breaks
- ❖ Lunch cover
- ❖ Nappy changes
- ❖ Comforting a child that may be unwell in a quiet area
- ❖ Following a child's interest, as this may lead staff away with a child to explore an area.
- ❖ Supporting children in the toilet area that may have had an accident.
- ❖ The duties some team members have, e.g. management, opening and closing the setting. Carrying out cleaning or maintenance at the setting and staff operating outside operating hours.
- ❖ If staff are in ratio and will be left for no longer than 15 minutes.

We always ensure that our staff: child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks of working alone.

Considerations when deciding on lone working include how lone workers manage with a variety of tasks such as talking to parents and supervising activities whilst maintaining the safety and welfare of children and ensuring that each member of staff required to work alone has the training and/or skills for the role; e.g. paediatric first aid certificate, child protection/safeguarding training and competency, food hygiene training; hold a level 3 qualification.

Public Liability insurance for lone working will be sort where applicable.

Employees/managers' responsibilities when left in a room alone include ensuring:

- ❖ To complete a risk assessment for staff working alone.
- ❖ Ratios are maintained.
- ❖ There is someone to call on in an emergency if required.
- ❖ The member of staff and children are safeguarded at all times (relating to additional policies above).

Employee's responsibilities when left in the building alone;

- ❖ To make a member of management aware of when they are working alone and make plans to check in at their expected time of completion of the work.
- ❖ To ensure they have access to a telephone at all times in order to call for help if they need it, or for management to check their safety is they are concerned.
- ❖ Ensure that the building remains locked so no one can walk in unidentified.
- ❖ Report any concerns for working alone to the management as soon as is practicably possible.

Management responsibilities when left in the building alone:

- ❖ To ensure that staff who are working alone are competent and confident to carry out any safety procedures e.g. fire evacuation.

- ❖ To ensure that the employee has the ability to contact them or a member of the team event if their lone working is outside normal office hours (i.e. access to a phone, contact numbers of someone they can call).
 - ❖ To check that the employee has someone they can contact in the event of an emergency, and the numbers to call.
 - ❖ To ensure that employees have the ability to access a telephone whilst lone working.
 - ❖ If reporting in arrangements have been made and the employee does not call in. to follow up.
- Risk assessments are also completed for these occasions' including hazards and risk and how these are controlled.

No Smoking Policy

At Castle Lane we are committed to promoting children's health and wellbeing. This is of the upmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its building and grounds. With a perimeter of 3 meter from the building. It is illegal to smoke in enclosed places.

All persons must abstain from smoking while on the premises. This applies to staff, student, carers, contractors and any other visitors to the premises.

Staff accompanying children outside the nursery, i.e. nursery trips, are not permitted to smoke. We also request that parents accompanying nursery children on outings refrain from smoking while caring for the children.

Staff **must not** smoke while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to change into their own clothing and smoke away from the 2 main entrances.

We respect that smoking is a personal choice, although as an organisation we support healthy lifestyles. We aim to help staff and parents to stop smoking by:

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

This policy also applies to electronic cigarettes.

Packed Lunch Policy

Although we understand that some children are fussy eaters, it is our policy at Castle Lane not to allow packed lunches in any of our 5 units to be brought in. This also includes children that are funded only. This decision has been taken due to the lack of a safe storage area (especially in summer) big enough to hold the packed lunches until meal times.

We provide a healthy menu here at Castle Lane and we hold a Healthy Tots certificate.

There is a service charge for children that are funded, this covers all food and activities that take place at Castle Lane, however we acknowledge some parents can't afford the cost and we ask them to speak to Vikki or Harriet to discuss what other options are available. I.e. funded PM sessions are completely free.

Accidents and Incidents

At Castle Lane we strive to keep our children and staff as safe as possible, however, accidents and incidents do happen. This policy outlines the protocol that we follow if and when something occurs.

- ❖ Firstly staff must deal with situation straight away.
- ❖ Once accident/incident has been dealt with and staff are happy that they have everything under control the paper work begins.

Accidents

Accidents do happen and can be very stressful; once the accident has been dealt with the member of staff that has dealt with the accident must fill out an accident form and a second staff member must sign it too.

All units have a blank copy of this in there room.

Then staff must get the child's parent/carer to sign the form to say that they have been informed of the said accident. This is usually at the end of the day, but sometimes the child may have to go hospital and the staff may not have seen the parent/carer so it must be signed at the next available time.

The completed form must then be handed in to the office.

Incidents

Incidents can be very stressful and demanding on all involved.

But as with accidents the paperwork must be filled out as soon as the incident has been dealt with, this is so that all details are reported whilst they are fresh in the staffs mind. All rooms have a blank copy of the form and it is easy to complete.

Once it has been completed it must then be signed by the parent (if a child was involved).

The form must then be handed in to the office.

Usually when an incident has occurred there is also an accident form to fill out to. All staff must be made aware of this so everything has been recorded properly.

Bumped heads

If a child has a bump to the head, the usual first aid is given but there is a form that staff must fill out to hand to parents on collection of the child, this is as well as an accident form.

This form notifies the parent/carer that they must keep an eye on their child for at least 24 hours.

Critical incidents

At Castle Lane Day Nursery we understand we need to plan for eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind, we have a critical incident policy in place to ensure our nursery is able to operate effectively in case of a critical incident. These include;

- ❖ Flood
- ❖ Fire
- ❖ Burglary
- ❖ Abduction or threat/terrorism attack
- ❖ Bomb threat/terrorism attack
- ❖ Any other incident that may affect the care of the children in the nursery ie the weather.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via email, at the earliest opportunity, e.g. before the start of the nursery day.

Flood

There is always a danger of flooding from adverse weather condition or through the water/central heating systems. We cannot anticipate adverse weather conditions; however we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating system is checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and registration.

If flooding occurs during the nursery day, the nursery management will make a decision based on the severity and the location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will endeavour to source an alternative location so as to provide parents with childcare until the nursery is operational again.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours that the nursery is closed.

The manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- ❖ Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon.
- ❖ Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice. Including following the relocation procedure under flood wherever necessary to ensure the safety of the children.
- ❖ The manager on duty will help the police with enquires, e.g. by identifying items missing, areas of entry etc.
- ❖ A manager will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

Abduction or threatened abduction of a child

We have secure safety procedures in place at Castle Lane to ensure children are safe whilst in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property or out by the entrances to the nursery immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they know them or not. Visitors and general security are covered in more detail in supervision of visitor's policy. Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access UNLESS a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witness an actual or potential abduction from nursery we have the following procedures which are followed immediately:

- ❖ The police must be called immediately
- ❖ The staff member will notify management immediately and the manager will take control
- ❖ The parent(s) will be contacted
- ❖ All other children will be kept safe and secure and calmed down where necessary
- ❖ The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction

Bomb treat/terrorism

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Other incidents

All incidents will be managed by the manager that is on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The nursery manager will notify Ofsted in the event of a critical incident.

Lock down procedure

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn. We will activate this emergency procedure in response to a number of situations but some of the more typical might be;

- ❖ A report of an incident or disturbance in the local community (with potential to pose a risk to staff and children in nursery)
- ❖ An intruder on the nursery site (with potential to pose a risk to staff and children in the nursery)
- ❖ A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- ❖ A major fire or explosion in the vicinity of the nursery-as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action;

One member of management will go round all units and say the lockdown word.

All units know what there lock down procedure is. (See your child's room leader if you wish to be informed of what this is)

Management will ensure all children, staff and visitors are accounted for and safe before returning to the office room so they are not placed at risk or are able to see any situation developing outside. All individuals will keep away from the windows and doors and children will be occupied by staff members in the centre of the room so they are not placed at risk or are able to see any situation developing outside.

The manager on duty will manage the situation dependent on the situation and the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In cases where the situation has been called through by the police or local area authority then the nursery will await further instructions.

Once the all clear has been given externally the manager will issue the all clear internally. After this time staff will try to return the practice to normal to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have one on one time with their key worker (or another member of the childs' room if key worker is off) to talk these through.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully and the procedure went as planned.

Sessions

Here at Castle Lane we believe that children need to have time to learn and develop through play. For this to happen at our nursery we have made it our policy to only allow children to attend a minimum of 2 sessions a week, this can be 2 mornings, 2 afternoons etc. Although this can be frustrating for parents only wishing to book one session or reduce their sessions down to only one session we feel very strongly that this is the way we want to go.

We plan a number of activities for all our children and most are planned for the individual child and therefore if a child only attends once the learning outcomes are not being met by our staff.

Physical Activity Policy

Introduction

Castle Lane Day Nursery is committed to promoting the health and wellbeing of its children and staff through physical activity. This policy outlines the organisation, teaching and management of physical activity at Castle Lane Day Nursery.

The policy was formulated through consultation with the management team and staff through staff meetings, with parents/carers through the setting newsletter, and with children through a number of methods including observation and feedback on specific issues.

Copies of the policy are kept in the policy folder in the office and on the setting website.

Definition of physical activity and current recommendations

Physical activity in young children is defined as...

‘... activity that involves trunk movement and more exertion than the minimal movement required to carry out simple everyday tasks such as washing, bathing, dressing, or activities such as playing board games or other passive play’

Making the case for UK Physical Activity Guidelines, Early Years working Paper

Current UK physical activity recommendations state that children and young adults should be active for a total of 3 hours, and that adults should be active for 2.5 hours average. (According to NHS.uk)

Physical activity aims and objectives

AIM: to ensure that all aspects of physical activity in the setting are promoted for the health and wellbeing of children, staff and parents/carers.

Our specific objectives are as follows:

1. To enable children, staff and parents/carers to understand the importance of physical activity through the provision of information and development of appropriate skills and attitudes
2. To provide and promote opportunities for staff and children to be physically active throughout and beyond the setting

3. To increase physical activity levels of children in line with national targets

Facilities & resource Provision

Castle Lane Day Nursery has a basement area where our children can play and be active inside when the weather is too bad to go out. It is large enough for the children to be able to run around and be active as if they were outside. The Toddler, Tweenies and Baby unit each have their own covered decking area. Each unit also takes the children on local outing to feed the ducks or Local Park visits.

Physical activity co-ordination

The settings physical activity co-ordinator is Elle Rowe. She has responsibility for developing policies and practice and monitoring physical activity provision.

Ethos & Environment

Castle Lane Day Nursery strives to maximise opportunities for children and all associated with the setting to be physically active by promoting all avenues for activity. This includes through the early years foundation stage, the environment and wider community.

Active Play

In addition to the amount of structured physical activity children engage in up to 3 hours amount of unstructured active play daily. This is facilitated by our setting environment which is designed to encourage children to be physically active.

Parents as partners

Castle Lane Day Nursery understands parents/carers are crucial to encourage their children to be active. Castle Lane Day Nursery therefore aims to make parents/carer aware of the minimum activity recommendations, provide parents/carers with ideas on how to keep their children active and to liaise with parents/carer about their child's activity levels through the identified key person.

Staff activity

Our staff aspire to be positive role models for our children. We aim to take part in physical activity whenever possible, e.g. as part of practitioner sessions, but we also encourage our staff to be active by joining in with the children

Healthy and Safety

Please refer to the setting's health and safety policy and risk assessment file. Use of any external personal including activity leader and volunteers will be in line with the setting policy on DBS/ staffing checks.

Nutrition and Food Policy

Introduction

Castle lane day nursery is dedicated to providing an environment that promotes a healthy balanced and nutritious diet, enabling everyone to make informed choices about the food they eat. This will be achieved by the whole setting approach to food and nutrition documented in this policy. This policy covers all aspects of food and drink in our setting.

This policy was formulated through consultation between Emma Garland, Vikki Gamble and Mike Garland.

The policy is located in each unit in the policy files.

The nutritional principles of this policy are based on current evidence based findings; including department of health, change for life and the 'eat well plate' being agreed model for ensuring a healthy balanced diet.

Food Co-ordinator

Food provision and our policy for healthy eating and good nutrition is co-ordinated by Mike Garland (chef) and Emma Garland (healthy tots co-ordinator)

Policy aims

The main aims of our policy are:

1. To enable healthy food choices through the provision of information and development of appropriate skills and attitudes.
2. To provide healthy, balanced and nutritious food/drink choice throughout the day (or time children are in the setting) and ensure any food brought in from home compliments this.
3. To ensure that all aspects of food and drink promote the health and wellbeing of children, staff and visitors to our setting
4. To ensure food is nutritionally appropriate to the age/ stage of each child

Equal opportunities

Castle lane day nursery strives to achieve a complete balance of nutrition for all of our children, we never ignore children's faith, religion or dietary needs and Mike liaises with our parents whose children have specific nutritional needs and those needs are always met.

Learning through food

We have a weekly food cooking list where children try new recipes and learn new skills i.e. weighing the ingredients. We also have a weekly food play where children get used to food alongside play their activities so they can become comfortable with the textures and smells of the food.

The weekly menus are planned to provide the children with the minimum of 5 portions of fruit and vegetables per day.

Food and drink provision throughout the setting day

Castle lane day nursery provides food that is age appropriate and parents/carers will be informed about the food/drink their child has consumed.

Staff responsible for the preparation and handling of food must be competent to do so.

Menu Planning

The setting will provide children with a healthy, balanced, nutritious, tasty and varied diet. The menu will be culturally diverse if appropriate.

Menus are planned using the nutrition for healthy tot's guidance.

All children will have food/drink provided suitable for their age/stage of eating. Mike will speak with relevant parents to ensure we are providing a suitable selection of food for their children.

Drinks

- Fresh drinking water is available at all times
- Milk/ milk substitute will be served with mid-morning and afternoon breaks

Children will be encouraged to drink water at frequent intervals throughout the day. Water is also available for all children at meal/snacks times.

Breakfast

Breakfast is an important meal that should provide 25% of a child's energy requirement, and contributes significantly to their vitamin and mineral requirements.

The breakfast menu includes: a selection of breakfast cereals of a slice of toast with a selection of spreads.

Morning and/or afternoon snacks

We understand that snack can be an important part of the diet of young children and can contribute positively towards a balanced diet and the daily energy and nutrient needs.

Morning snack consists of Fruit and a milk/ milk substitute drink. Afternoon snack is vegetable stick or slices etc. also with milk/ milk substitute.

Setting menus/meals

Food prepared by our cook is healthy, balanced and nutritious and meets the guidance in the nutrition for Healthy tots guide.

After School Club

The food and drink provision at our after school club is in line with the overall food policy and complies with standards for all food other than lunches.

Use of food as a reward/special occasions

We do not encourage the regular eating of sweets or other food high in sugar or fat, especially as a reward for good behaviour, or other achievements. Other methods of positive reinforcement are used.

Equally withholding food will not be used as a punishment.

We encourage diversity around food and encourage everyone to share food customs at special occasions/ special festivals.

Special Dietary requirements

Special diets – Religious and Ethnic groups

The setting will provide food in accordance with children's religious beliefs and cultural practices as required. Mike will discuss this with the parents as the child starts the setting.

Vegetarian Diets

A vegetarian option will be provided at meal times every day as requested.

Special diets – Medical

We recognise that some children may require special diets. In this case parents/carers are asked to make us fully aware of this. Individual care plans/menus need to be created for children with special dietary needs/requirements. These should document symptoms and adverse reactions, actions to be taken in an emergency, and emergency contact details, along with any particular food requirement's e.g. for high-energy diets, allergies. Mike will work closely with parents/carers and where possible meals will be provided. There may be occasions where parents/carers will be asked to provide the meals or food ingredients themselves.

Food safety – Milk and food

Appropriate food safety precautions are taken when milk/food is prepared or stored. These vary depending on the food on offer and include: ensuring that adequate storage and washing facilities are available; that food handlers undergo appropriate food safety and hygiene training; and that suitable

equipment and protective clothing are available. Any food safety hazards are identified and controlled. Information is cascaded to everyone who is involved with food related activities in the setting. We have food safety information displayed in the appropriate areas.

Food hygiene should be included in induction and on-the-job training and available to all staff.

The food and eating environment

The setting will provide a clean, sociable environment for children to eat their meals. Children will be engaged to develop good eating skills and table manners and will be given plenty of time to eat.

Carers will feed infants and sit with older children while they eat and will provide a good role model for healthy eating.

Staff will help to ensure a safe, enjoyable experience at meal/snack times and will be able to encourage healthy eating.

Parents/carers will be informed if their child is not eating well, and a plan on how to help overcome this.

Parents/carers will communicate the stage of eating the child is at when they join the setting and any food preferences will be noted for the individual child.

Leading by example and staff training

Nursery staff have a key role in influencing children's knowledge, skills and attitudes about food, so it is important that they are familiar with healthy eating and nutrition guidelines

It is essential that staff are committed to setting an example with food in the setting.

Food related actions plans

As a setting we are aware that we need to ensure healthy nutritious food is available across the day.

Consultation/ monitoring and evaluation

This policy has been developed through wide consultation with the whole setting community. The policy and its impact is reviewed on an ongoing basis to reflect guidance. The policy is communicated to the entire community and new families/staff to our setting are made aware of its importance.

Emotional Health and Well-being

Introduction

Castle Lane Day Nursery is dedicated to providing an environment that promotes everyone's health and well-being. This will be achieved by the by the whole setting approach documented in this policy. This policy covers all aspects of emotional health and well-being in our setting.

This policy relates to some of our other policies and procedures including Safeguarding children, confidentiality, behaviour management, inclusion and equality and parents and parents as partners.

Management of emotional health and well-being policy

Our policy for emotional health and well-being is co-ordinated by Emma Garland and Megan Taylor.

Our policies are referred to in the setting brochure/prospectus and are communicated widely. It is adhered to by everyone involved with the setting. All parents receive or have access to a copy of this policy

The impact of this policy is communicated to the setting and new families/staff members are made aware of its importance.

Staff meetings are held approximately 5 times per year with unit head meetings being held monthly. The policies are discussed and reviewed annually.

Policy aim

Emotional health and well-being incorporates the following aspects:-

- Emotional well-being: feeling happy and confident and not sad or worried
- Psychological well-being: feeling of being in control and resilience (the ability to bounce back after a disruption)
- Social well-being: good relationships with others including attachment to a significant person and the absence of violence or bullying behaviours
-

Earring insertion/removal

It is our policy at Castle Lane, not to remove or insert a child's earrings. We understand that some older children come in to our before school and after school club having had or will be having PE at school and asking members of staff to insert or take out their earrings, however we feel this is something that should be done by parents/carers as this can be a delicate maneuver.

Battery operated toys

All battery operated toys are to be thoroughly checked and added to the safety check list on purchase. These will then be checked regularly along with all other toys that contain batteries to make sure