

# Worstead Pre-school

Charity Number: 1041749

## POLICIES



Version 18.

April 2021

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## EQUALITY POLICY

Preschool is open to every family in the community regardless of gender, sexuality, class, means, family status, colour, ethnic origin, culture, religion or belief. Every effort is made for the children to learn about different ethnic origins, cultures, religions and beliefs through multi-cultural toys, books, dressing-up clothes, cooking etc. Parents are invited to share with the children any traditions or customs associated with their origin. Norfolk Children's Services have interpreters for most languages and can be contacted for help and advice at any time.

Children with disabilities are always welcome at Preschool. Special needs can be discussed with the Supervisor in confidence and it may be possible to provide extra support. If we feel we cannot fully meet your child's needs, we will refer you to the Family Information Service who should be able to find a more suitable placement.

Should any discriminatory behaviour / remark come from the children; the Supervisor, or a member of staff, will try to resolve the situation through explanation and understanding. Parents are expected to follow the "No Discrimination" policy of the group – should this not be adhered to; the Supervisor or member of staff will immediately intervene.

Our named Equal Opportunities Supervisor is Emma McCrudden

## BRITISH VALUES

Preschool integrates the teaching of 'British Values' within their everyday interactions of all children and their families. We will always respect different cultures and beliefs, show each child that they are special, treat all families and children equally, respect those who keep us safe, understand the consequences of our actions and listen to and respect others' opinions and values.

## FEES AND CHARGES

### Registration Fee

For Children not accessing the **Government Nursery Education Grant Scheme**, or those who attend over the 15 hours' free childcare per week, a registration fee of £22 is charged once a childcare place has been offered. This is voluntary for those families whose child(ren) only access the funding entitlement. For this your child receives a rucksack, 1 x Worstead Preschool t-shirt, and 1 x Worstead Preschool sweatshirt. If your child is accessing the **Government Nursery Education Grant Scheme**, the registration fee is optional, but becomes payable if your child attends more than 15 hours' free childcare per week at our Setting. We charge separately for uniform if registration fee is not paid, or if additional are needed.

If you have difficulty paying this in one amount, please speak to our Supervisor, who will be able to come to an arrangement for you to pay a small amount off weekly.

Due to covering our costs, we will be unable to supply the uniform pack if your child is accessing the Grant Scheme and the option is taken not to pay the registration fee.

### Our Fee Scale is as follows:

- Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours or additional services.
- Additional hours and services will be charged at the current hourly rate (see below) where hours are not funded as Early Education by the Local Authority.  
Charges for additional services such as trips will be agreed in advance with families.  
The following charges apply when taking a free entitlement place –

We have a voluntary charge of £5.00 which is payable at the beginning of each half term. Families are able to supply their own. It may be possible to waive or reduce these costs, please discuss this with our Supervisor.

- The Charge for 2 years to age of **Government Nursery Education Grant Scheme** is £12.90 per 3-hour session (effective from January 1<sup>st</sup> 2021).
- The Government Nursery Education Grant Scheme is in place at Worstead Preschool. The term following their 3<sup>rd</sup> Birthday your Child will be entitled to 15 hours per week funded.
- At the Grant Scheme age if funding is taken elsewhere the fee per 3-hour session (unfunded) will be £16.75.
- The free entitlements will be delivered consistently so that all children accessing any of the free entitlements will receive the same quality and access to provision, regardless of whether they opt to pay for optional hours, services, meals or consumables.
- The entitlement is offered free. Parents will not be charged a “top-up” fee to recoup the difference between the amount received from the Local Authority and the current hourly rate.
- A deposit is not charged.
- When all government funding is claimed by us, and there is an excess of sessions for the term, the sessions will be charged at our normal sessional rate.
- Fees will still be charged for non-attendance due to your Child’s holiday/long term illness/ or short-term absences, unless the child is taken off the register, (long illness is discretionary).
- No refunds will be made in the event of closure for weather restrictions/act of god.
- You may pay the fees by term, half term, monthly, weekly, or at each session in advance.
- No fee will be charged when the Preschool is closed for School Holidays and Bank Holidays.
- Please note, transport costs are not met by the Preschool.
- When fees fall into arrears, 2 weeks’ grace will be given, after which time, Preschool has the right to exclude the child from the sessions, until fees have been received. After the 2 weeks’ grace, a reminder will be sent, following a letter for urgent payment, and if still not settled, referral to Committee followed by Court Action.
- A half term’s notice is needed for leaving Preschool other than transition to school.
- A private childminding fee becomes effective after 12.00 noon or 15.00pm of £1.00 per minute. ("This will be charged if lateness occurs more than 3 times in a half-term period").
- We charge £5 for Breakfast Club sessions, which run 8am - 9am. This includes a healthy breakfast.
- We charge £2.50 for Early Club sessions, which run 8.30am - 9am.
- We have a voluntary charge of £5.00 for consumables which is payable at the beginning of each half term.
- Accepted payment terms: BACs/Childcare Vouchers. We no longer accept cash.
- At the first meeting after the Annual General Meeting (September), the Committee will review fees. Notice will be given half a term in advance of any changes.

Our Setting is an approved provider to offer the Early Education funding entitlement for 2-, 3-, and 4-year-olds and has agreed to meet the conditions of the current Early Education and Childcare Statutory Guidance for Local Authorities.

It may be possible to claim the fees for 2-year-olds via the 2yr funding scheme, if you have had a letter from Norfolk County Council then please access their website to register.

Children from 2 years old may attend any combination of sessions if places are available.

Subscriptions as detailed in our Welcome Pack can be paid daily, weekly, monthly or termly in advance and will be paid whether the child attends his/her registered session or not.

All illness and holiday sessions missed still have to be paid for unless the child is taken off the register, (long term illness is discretionary). We will always try to accommodate requests for altering sessions, and ask for Parents to understand that we will normally need at least 3 weeks’ notice for any changes, this is necessary to amend Staff Rota’s, planned activities, and informing Early Years of any session and funding adjustments.

Families who would like to attend Preschool but feel they cannot afford the fees should discuss with the Supervisor in the strictest confidence. It may be possible to claim the fees for 2-year-olds via the 2yr funding scheme.

The Government provide a free place of 15 hours for every child the term after they are 3 years old. Our administrator provides parents with a Form to sign to obtain this funding from the Local Authority.

Children can attend a maximum of 30 hours per week free entitlement, if their family qualify for this the term after the child is 3 years of age. Please see website addresses to check your entitlement: [Tax-Free Childcare - GOV.UK \(www.gov.uk\)](https://www.gov.uk/tax-free-childcare) or: [Apply for Tax-Free Childcare - GOV.UK \(www.gov.uk\)](https://www.gov.uk/apply-for-tax-free-childcare)

It is the parents' sole responsibility to obtain an 'eligibility code' from the HMRC. Parents must keep their details up to date and each half term obtain a new code. Funding will stop otherwise.

Parents will only be eligible for 30 hours free entitlement if they have signed the claim form and returned it within the deadline date, our Preschool administrator will issue this letter to interested parents, please ask.

When fees fall into arrears, 2 weeks' grace will be given, after which time, Preschool will issue a reminder letter. If the fee is still not paid this will be reported to the committee and Preschool has the right to exclude the child from the sessions, until fees have been received. Court action will be used to recover unpaid fees.

Please note, transport costs are not met by the Preschool. Transport to and from Preschool sessions/outings will be the parent/carers responsibility.

## **OUTINGS/TRANSPORTATION**

Throughout the year, Preschool arranges visits/excursions away from the premises, e.g., zoo, woods. Preschool covers the children's costs on these outings if your child attends the session on that day, and notice will be given if there is any charge for parents e.g., admission fees. As staff at Preschool are not covered by insurance to transport children, parents will need to make their own travel arrangements and cover this cost. If parents agree amongst themselves to transport someone else's child, they MUST complete and sign a "Disclaimer of Transportation" form.

A parent is asked to accompany their own child/ren to ensure a ratio of 1 adult: 1 Preschool child is maintained on outings. Parents are fully responsible for their child's behaviour and safety on outings, unless previously arranged with the Supervisor. Each staff member, parent and child must sign in with the Supervisor at the agreed meeting point and sign out at the end of the outing. Each child will be offered a 3-hour outing slot, he/she is not obliged to take the full 3 hours if he/she does not wish to.

If a child should become lost on an outing the child's parent and the Supervisor will ensure the safety of the other parents and children, organise a quick search of the area (no more than 15 minutes) and then telephone the police.

In the event of an accident, the Supervisor or other trained first aider will adopt First Aid Priorities – D.R.S.A.B.C.

Any events organised by the committee to raise funds for Preschool e.g., Halloween walk, are not subject to 'Preschool rules. Parents or carers are fully responsible for their child/children/friends' behaviour and safety. All events are run independently and not covered by Preschool staff and there is absolutely no liability to Worstead Preschool in the event of a parent having a complaint, or any accident or incident occurring.

## **ADMISSION POLICY**

It is our intention to make our Preschool genuinely accessible to children and families from all sections of the local community. In order to accomplish this, we will;

- Offer Early Education within the national parameters –

no session to be longer than 10 hours

no minimum session length (subject to the requirements of registration on the Ofsted Early Years Register)

not before 6.00am or after 8.00pm

a maximum of two sites in a single day

- Issue the Admission Policy to all families as part of the registration process. It is also available via our webpage [www.worsteadpreschool.co.uk](http://www.worsteadpreschool.co.uk)
- Early Education is offered to families 38 weeks of the year. The funded hours can be claimed (to the maximum available) –
  - Mon – 9 am to 12pm and 12pm to 3pm
  - Tues – 9 am to 12pm and 12pm to 3pm
  - Wed – 9 am to 12pm and 12pm to 3pm
  - Thur – 9 am to 12pm and 12pm to 3pm
  - Fri – 9 am to 12pm and 12pm to 3pm
- Ensure that the existence of the Preschool is widely known in all local communities. We will place notices advertising the Preschool in places where all sections of the community can see them, in more than one language if appropriate.
- Arrange our waiting list in order of date of birth, oldest children first.
- Keep a place vacant, if this is financially viable, to accommodate emergency admissions.
- Describe the Preschool and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders, and people from all cultural ethnic religious and social groups, with and without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equal opportunities policy widely known.
- Be flexible about attendance patterns to accommodate the needs of individual children and families
- Please refer to the SEND/Inclusion Policy concerning the SEND support on offer to children and how we support families to choose the right setting for their child with SEND.
- Aim to identify all children that may attract any additional funding such as EYPP, DAF, SEND Inclusion Fund and any locally available funding streams with a view to submitting a claim/application to support and improve their outcomes.
- Work with parents to ensure that as far as possible the hours/sessions that can be taken as free provision are convenient for parents' working hours.

Please also note:

- As part of the registration process, parents/carers will be required to provide documentation to evidence their child's date of birth. This is to confirm they have reached the eligible age for the free entitlements. A copy will not be retained but may be requested again at a later date.
- Children can be registered with Preschool at any time during the year.
- The Preschool can take a maximum of 26 children during any one session.
- The starting age is 2 years old. A parent will be asked to accompany the child until he/she is ready to be left.
- Each child should bring a named bag containing nappies, wipes and spare clothes, where appropriate.
- Written permission and named persons only allowed to pick up children from Preschool with note of their address and telephone number. If on the odd occasion this is different, this information should be entered into the parents/carers' pickup book, which can be obtained by a member of staff.
- If the child shows disruptive or unsettling behaviour, a carer may be asked to accompany and stay with the child until arrangements can be made for extra help.
- The Government provide a free place of 15 hours for every child the term after they are 3 years old. Our administrator provides parents with a Form to sign to obtain this funding from the Local Authority.
- Children can attend a maximum of 30 hours per week free entitlement, if their family qualify for this, the term after the child is 3 years of age. Please see website addresses to check your entitlement [Tax-Free Childcare - GOV.UK \(www.gov.uk\)](http://www.gov.uk) or: [Apply for Tax-Free Childcare - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

- It is the parents' sole responsibility to obtain an 'eligibility code' from the HMRC. Parents must keep their details up to date and each half term obtain a new code. Funding will stop otherwise.
- Parents will only be eligible for 30 hours free entitlement if they have signed the claim form and returned it within the deadline date, our Preschool administrator will issue this letter to interested parents.
- Please give a half term's notice if you withdraw your child from Preschool, otherwise a half term's fees are liable.

## **BABYSITTING POLICY**

Occasionally Preschool staff may be asked by a parent to "babysit" their children outside of their Preschool hours; this is acceptable providing staff adhere to all confidentiality and code of conduct policies. In addition, there is absolutely no liability to Worstead Preschool in the event of a parent having a complaint, or any accident or incident occurring.

## **SETTLING IN PRESCHOOL – POLICY AND PRACTICE**

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents afterwards the new learning experiences enjoyed at Preschool.

To accomplish this, we will:

- Encourage parents to visit the Preschool with their children during the weeks before admission is planned.
- Offer a home visit to new families should they wish it.
- Introduce flexible admission procedure, if appropriate, to meet the needs of individual families and children.
- Make clear to families from the outset that they will be supported in the Preschool for as long as it takes to settle their child there.
- Encourage parents, where appropriate to separate from their children for a brief period at first, gradually building up to longer absences.
- Promote easier settling of children with parents' help, by them leaving promptly once they feel their child is settled and the parent has told their child they are going.
- Reassure parents whose children seem to be taking a long time settling into Preschool.
- Accept comfort items/soothers to help children settle, but these are not to be the responsibility of Preschool.

Children cannot play or learn successfully if they are anxious and unhappy. Our settling procedures aim to help children to feel comfortable in the Preschool, to benefit from what it has to offer, and to be confident that their parents will return at the end of the session.

## **DUTY OF CARE**

### **Children Who Go Missing**

The Supervisor will ensure the safety of the other parents and children, organise a quick search of the area (no more than 15 minutes) and then telephone the police and the child's parents.

## **DIET – POLICY AND PRACTICE**

The sharing of refreshments can play an important part in the social life of the Preschool as well as reinforcing children's understanding of the importance of healthy eating. The Preschool will ensure that:

- All meals and snacks provided are nutritious, avoiding large quantities of fat, sugar, salt, additives, preservatives and colourings.
- Children's medical and personal dietary requirements are respected, including allergies. Information is gained on the registration form.
- The dietary rules of religious groups and also of vegetarians/vegans are known and met in appropriate ways.



- Milk provided for children is “Whole” and “Pasteurised”.
- The Preschool gives guidance to parents on Healthy Packed Lunches.
- **Please could parents pack their child a healthy lunch – see our notice board.**
  - A ‘savory course’ e.g., a sandwich, crackers, fish/ham salad, pasta dish, vegetables. Children are asked to eat this first.
  - And a ‘dessert’ course e.g., yoghurt, fruit cake.
  - And 2 pieces of fruit, e.g., small tub of strawberries/blueberries and a banana.
  - And water, diluted fruit juice or weak squash to drink.

## **SPECIAL EDUCATIONAL NEEDS AND DISABILITIES POLICY**

Our Preschool aims to have regard to the SEN Codes of Practice and DfES Codes of Practice on the identification and Assessment of Additional Educational Needs, and to provide a welcome, and appropriate learning opportunities, for all children.

We aim to follow the requirements of the EYFS (currently 2019, changes to 2020 in September 2021) and provide an inclusive environment for all children and their families. We are required to comply with the requirements of the Equalities Act 2010 and the Special Educational Needs code of practice - 2015.

Staff will monitor and review the progress and development of all children. However, where a child appears to be behind expected levels of development or where a child’s progress gives cause for concern, staff will adopt a graduated approach with 4 stages of action: Assess, Plan, Do & Review. Staff will work in partnership with parents and provide information on how to support their child’s development and staff will seek consent to request support from outside agencies where necessary.

Staff have a responsibility to identify groups of disadvantaged children who attend the setting and will apply for additional funding available locally, if families meet certain criteria. The funding is used to ensure support is in place to improve children’s outcomes.

Staff will work with the local authority via ‘SEN Local Offer’ to ensure information is available locally to parents to ensure they are able to make choices about the right childcare provision for their child with SEN.

- Children with additional needs, like all other children, are admitted to the Preschool after consultation between parents, Pre- School Supervisor and key-person.
- Our system of observation and record keeping, which operates in conjunction with parents, enables us to monitor children’s needs and progress on an individual basis.
- Our key-person system ensures that each adult is specifically responsible for, and close to, a small group of children so each child receives plenty of adult time and attention.
- If it is felt that a child’s needs cannot be met in the Preschool without extra support, Preschool will try to obtain funding to obtain this support.
- We work in liaison with staff outside the group, including therapists, health visitors, psychologists, social workers, paediatricians and Portage workers, to meet children’s specific needs.
- Our staff attend whenever possible, in-service training on additional needs arranged by the Early Years Alliance and other professional bodies. Information is cascaded down by the SENCO (Special Educational Needs Co-ordinator) to other staff.
- We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children’s education.
- We provide parents with information on sources of independent advice and support.
- We use a system of planning, implementing, monitoring, evaluating and reviewing individual support plans for children with Additional Educational Needs/disabilities.
- Staff will ensure that parents are involved at all stages of the graduated response to support children with Additional Needs.
- We use a system for keeping records of the assessment, planning, provision and review for children with AEN (Additional Education Needs)/disabilities.
- We apply to Norfolk Children Services to support a child if this is necessary.

Our named SENCO is Clare Gwilliam, who has received the relevant three-day SENCO training and updates.

# HEALTH

The Preschool has the right to exclude children with certain illnesses, they include:

Chicken Pox	German Measles	Measles
Whooping Cough	Ringworm of feet, scalp or body	Food Poisoning
Dysentery	Scarlet Fever	Meningitis
Scabies	Impetigo	Hepatitis
Mumps	Infective Jaundice	Covid-19
Sickness & diarrhoea		

Also, no child to attend Preschool until 48 hours has passed from the last illness, (i.e., sickness, diarrhoea) to help promote a healthy environment. If it is known that any member of a child's family has any one of the above or is deemed not well generally it would be at the discretion of the Supervisor as to whether that child may attend. All parents will be informed by email & text of any infectious diseases within the group and also upon their arrival.

If a child becomes unwell during a Preschool session or is showing suspected signs of any of the contagious illnesses listed above, a member of staff will comfort/lay down/treat - as necessary, whilst another member of staff telephones the child's parent/carer to arrange immediate pick up. This is necessary to consider the health & welfare of all the children in the group. In these cases, we cannot credit for the session as costs and expenses have already been incurred by the Preschool which we cannot financially absorb.

We also follow all Government advice, to the letter, on any medical outbreaks and will advise you by email or a notice on our A-frame of up-to-date information.

## COVID19 – New viral infections

If cases of COVID 19, or any new viral infections occur in the UK, Government guidance will be followed.

For COVID 19 this means;

- Children must not attend if any member of the household in which they live, is showing signs of Covid-19.
- Any child with a new continuous cough (this means coughing a lot or for more than an hour, or 3 or more coughing episodes in 24 hours) high temperature, fever, no taste or smell, will remain at home and self-isolate, in line with National Guideline.
- At the end of each session, all areas will be disinfected, carpet areas steam cleaned; and toilets disinfected throughout the sessions.
- At the end of each session, everything will be cleaned e.g., surfaces that have been touched regularly, particularly in areas of high use such as door handles, light switches, reception area, using appropriate cleaning products and methods.
- On entry to the setting, every arrival will need to have their hands cleaned with hand sanitiser and then wash their hands thoroughly when entering the building.
- Children who are reluctant to use the hand dryer, will be provided with paper hand towels.
- Stringent hand washing taking place. We will remind children of social distancing where possible.
- We will encourage social distancing e.g., during snack etc.
- Tissues, hand wipes, bins, hand towels prominent in hand washing areas. Child friendly posters.
- Snacks will be provided on individual plates. Children to bring in their own named bottle of drink.
- To minimise the risk of passing on germs, outside play and fresh air to be encouraged as much as possible (within distancing and staff regulations).
- All items to be disinfected by staff wearing gloves.
- PPE to be kept in disabled toilet. Activity resources to be stored in cupboard and brought out before sessions begin.
- Families to apply their child's sun cream before session. Children in all day, should have 12-hour sun cream applied at home.
- Contact with soft toys, dressing up clothes will be submitted to limited cleaning; wooden items, playdough, paint, sand. - All to be removed from the play room, monitored, and either cleaned or binned.

- 1 comfort item to be brought in from home. No additional toys.
- Long hair to be tied back and one hair clip used to keep off the face.
- To wear a clean set of clothes each day and wash all clothes on a 60 degrees centigrade cycle.
- Accident forms - Staff to meet Parent outside at the gate with the form on a clipboard for signature, with a disinfected Pen.
- We will not be accepting cash / cheque payments during this period. All invoices to be settled by BACS transfer.

For further information of Coronavirus in Children, please follow this link: [Coronavirus \(COVID-19\) in children - NHS \(www.nhs.uk\)](https://www.nhs.uk/child-health/childcare/coronavirus-children)

### **IF YOUR CHILD IS GOING TO BE ABSENT FROM PRESCHOOL**

If your child is going to be absent from Preschool, we ask that you telephone/email on the first morning that he/she is absent – our telephone number is 01692 535692. If we have not heard from you after 3 working days, we will telephone you, to check you are all ok. If we still cannot contact you, we will ring the Children's Advice and Duty Service (CADS) team, to arrange for them to visit.

## **NO SMOKING**

At Worstead Preschool we have a **NO SMOKING POLICY** and any parent/carer that needs to smoke, **MUST** leave the premises to ensure the health of the children in our care.

## **MEDICATION**

Staff will only administer medication to children only upon receipt of written permission in the Medication Book and instructions from the parent/carer. A witness signs to say the medication has been given. These medicines will be kept in the fridge/or in the medication box on the high shelf in the playroom and are clearly labelled with the child's name. Parents are also asked to sign a record to acknowledge that their child has received their medication. All our Staff are trained in the 12 hour Paediatric First Aid.

Calpol or similar pain relief drugs will not be given by staff, unless advised by a GP, who states a child can attend Preschool and can receive this medication on a regular basis, e.g., ear infections, teething. A parent/carer still needs to complete and sign the medication book and should advise staff when the last dose of this drug was given.

The children are helped to the toilet (if necessary) and hand washing is encouraged and demonstrated, to ensure each child is able to do this properly to reduce the likelihood of germs spreading. Towels/Tissues are available for drying hands and for noses, and bins provided.

If a child wets him/herself, a change of clothes is provided, and the wet clothes are placed in a bag for collection by parent at the end.

**Toilet Use** – Children are helped into a toilet routine until their reflexes are well developed. Children are encouraged to go to the toilet before multi-sports or 'field' play. When accidents happen, staff will quickly reassure the child that it is nothing to be upset about and act to clean up quickly. Children are encouraged to have privacy when using the toilet, but no issue is made of this, if they do not wish to exercise this right.

### **Nappy Changing Procedures**

Children are accepted into Preschool wearing nappies. Staff recognise that children should not be rushed into toilet training, and with careful observation it usually becomes apparent when a child is ready to begin toilet training. Only staff who have a Disclosure & Barring Service (DBS) enhanced check, (those wearing green aprons) will be allowed to change nappies. Parents should provide a bag with wipes and nappies and please ensure that the bag does not contain plastic bags. Staff wear latex gloves, unless advised that your child has an allergy to latex. Please ensure that this is recorded on the admission form. Nappies are disposed of on site in a lidded bin. A list will record the details of the Child's initials, the date, and which member of Staff changed the Child.

A First Aid Kit is kept at Preschool and is located in the cupboard behind the main playroom door. Any accidents/cuts are recorded in the Accident Book, which the parent must sign on collection of their child.

Up to date Health and Safety issues are pinned to the notice board in the foyer, drawn to the attention of parents, staff and committee.

## SUN CREAM POLICY

On sunny/known high UV-exposure days we ask all parents to apply sun cream on their child before session and then place named sun cream into our tray labelled 'Sun cream'. Staff will help children to reapply their cream as necessary. During Covid restrictions we refer to our Covid policy which is issued to all Parent/Carers.

## SAFETY

**All** children attending are the responsibility of the Preschool. However, children under 2 years who are not registered must be supervised by the parent/carer, at all times.

For their safety, there are specific areas in the hall where the children are not allowed at any time, unless with adult supervision, and authorised by the Staff.

These are:

- The Kitchen
- The Toy Cupboard

These doors have hooks on them or are locked to prevent entry.

The children will be made aware of activities that are hazardous, e.g., throwing sand, running indoors etc, and immediate action will be taken by the Supervisor or other staff should these activities occur.

When children are playing with water they will be closely supervised at all times.

Any personal belongings brought into Preschool (including jewellery) that are deemed unsafe by the Supervisor will be taken away and kept in our mobile phone box.

Adults will be made aware that smoking is not allowed anywhere on the premises and hot drinks must be confined to the kitchen area. Adults do not carry hot drinks through the play area(s) and do not place hot drinks within reach of the children.

There are set procedures to ensure the safety of anyone entering the premises. They are:

1. Fire register – all children's names, and adults if staying, are written in the register, by staff, before entering the hall and deleted on leaving, so that in the event of fire there is an accurate record of people present. Time of arrival and departure will also be entered.
2. Children have name labels, which they take to their coat pegs on arrival.
3. Once the children have all arrived the Supervisor, or named staff member, takes an attendance register to double check numbers.
4. As stated in "Admissions" only named persons and parents may collect a child at the end of the session. The named person must be put in the fire register.
5. Please note that the outside gates will be locked during the session to prevent unauthorised entry to the premises.

Our Accident Book:

- is kept safely and accessible;
- all staff and volunteers know where it is kept and how to complete it; and must be signed by a Paediatric First Aider
- is reviewed at least termly to identify any potential or actual hazards.

NB: For all burn injuries, including friction burns, Parents are advised to take the child to hospital, due to the risk of infection. Ofsted is notified of any injury requiring treatment by a hospital, or the death of a child or adult.

Any injury requiring hospital treatment to a child, parent, volunteer or visitor is reported to the local office of the Health and Safety Executive. (RIDDOR)

All taps are turned on for a few minutes after all holidays, to reduce the risk of legionnaires disease.

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

- any accident to a member of staff requiring treatment by a hospital; and
- any dangerous occurrences (i.e., an event which does not cause an accident but could have done).

## **FIRE SAFETY**

- Fire doors are clearly marked, never obstructed and easily opened from inside.
- Smoke detectors/alarms and firefighting appliances conform to BSEN standards, are fitted in appropriate high-risk areas of the building and are checked as specified by the manufacturer.
- Our emergency evacuation procedures are approved by the Fire Safety Officer and are:
  - clearly displayed in the premises;
  - explained to new members of staff, volunteers and parents; and
  - practised regularly at least once every six weeks.
- Records are kept of fire drills and the servicing of fire safety equipment.
- In the event of a fire, the children and staff are evacuated to the park area for the register to be taken.
- The child's parent/carer will be telephoned for the child to be collected.
- If the weather is bad or parent/carer is delayed, the children will be escorted to "The White Lady" Public House.

## **COLLECTION POLICY**

We have systems in place for the safe arrival and departure of children.

1. The times of the children's arrival and departure are recorded.
2. The arrival and departure of all adults (staff, volunteers and visitors are recorded).
3. Photographs of staff and committee are displayed in the entrance lobby.
4. At busy times, a member of staff will greet parents/carers at the gate and door to the playroom and a staff member will remain at the gate as they arrive and depart.
5. All visitors are asked for identification before being allowed into the setting and must sign in the visitor's book and sign out when they leave.
6. Children are only allowed to go home with the named person/s on their registration document, unless prior notification is given to a member of staff and this is recorded in the signing-in book, and a specified password.
7. If staff cannot identify a person coming to collect a child, they will contact the child's parents for clarification.
8. No child within our care will be released to anyone under the age of sixteen years.
9. Our systems prevent children within our care from leaving our premises unnoticed.
10. Personal possessions of staff are stored safely during sessions.

## **INTRUDER POLICY**

We have systems in place for intruders and unwanted visitors. Staff and students are aware of the code words, which are used should we have an intruder.

Procedures for:

### **Intruders posing a safety hazard**

1. Politely greet the intruder, identify yourself and ask the purpose of their visit.  
If he/she poses a threat do not open the gate but use the password to alert a member of staff, to immediately call the police and keep all staff, parents and children safe. If he/she is already in the outside area or in the building, calmly do the following:
2. Explain that all visitors must sign in.
3. If the intruder becomes agitated and refuses to leave the building peacefully endeavour to calm the person whilst trying to gain the attention of another staff member to call the police, using the 'safe phrase'.
4. If the caller persists, the children and staff will assemble together in the Kitchen which is lockable and has a telephone. The children will be distracted by staff, if there is time the register will be taken with them, and they will stay there until the police arrive.
5. If the person leaves before the police arrive do not attempt to detain them.
6. If the person does not leave before the police arrive. Explain to the officers what has happened, so they can deal with the intruder and find a cause for arrest.
7. Remember to log the incident and review security measures.

### **Procedure if the Intruder is armed**

1. All staff will be alerted, using the code words, and the police contacted immediately.
2. Try to remain calm diverting the intruder as far away from the children as possible.
3. The children and staff will assemble together in the Kitchen which is lockable and has a telephone. The children will be distracted by staff, if there is time the register will be taken with them, and they will stay there until the police arrive.
4. If the intruder shows a weapon try to remain calm do not try to disarm them, reassure them that it is not necessary for them to use it.
5. Once the police arrive, make them aware of where the intruder is and any weapon you may have seen, describing the intruder and reporting anything relevant the intruder may have said.
6. All staff and children should remain where they are unless directed otherwise by the police.
7. Incidents should be recorded, and security procedure reviewed and updated.

## **WHAT HAPPENS IF A CHILD IS NOT COLLECTED?**

The Supervisor or member of staff and another adult will remain with the child for approximately ½ an hour at the premises, at the end of their session, whilst the parent/guardian is contacted by telephone. If no contact can be made the next available contact number will be tried. If still no contact is made, then the Supervisor and other adult will remain at the premises for a further ½ an hour. If after this time no contact has been made with parents, Childrens' Services will be contacted for further action required.

## **RISK ASSESSMENT**

Toys and equipment are constantly checked, daily, weekly and termly for safety by Supervisor and staff, and cleaned when necessary, by staff and volunteers either on the premises or taken home. Any faulty equipment is removed and repaired or replaced.

The Preschool premises are cleaned (including toilets) after every session.

Our outside area is checked and cleared of any hazards before each use, in accordance with our Risk Assessment.

Children will be supervised at all times by being in hearing distance or sight of adults.

It is very important that children learn to manage and take decisions regarding certain risks. Staff support children to weigh up whether their behaviour/play is safe and allow some “calculated risks” to be taken so children learn effectively.

Risk Assessments are carried out each term and at each outing by Emma McCrudden.

## **INSURANCE**

Preschool’s insurance covers Employee’s Liability, Public Liability, all toys and equipment.

## **EMERGENCIES**

All staff have obtained certificates in First Aid. In the event of an emergency or sudden illness a member of staff will take charge, administer first aid etc and if it is necessary, arrange to transport the child to hospital/doctors. A staff member will remain with the child until the parent can be contacted.

Fire drills are carried out every half term. In the event of a fire, the fitted alarms will sound. The Staff immediately collect the children, whilst the Supervisor or Deputy checks the toilets and collects the register. The fire register is used to make sure everyone is safely outside. The children are led to the playing field, and the Supervisor will ask a rota parent /member of staff to call 999 from, our mobile phone, or the White Lady Public House’ phone box.

Adults, please see the fire drill notice next to the pigeon holes in order to familiarise yourselves with safety routes from the building.

Should we need to close the Preschool, e.g., in the event of bad weather, our Administrator will email & text the parents of children who attend that day’s session, to inform them of the closure.

Our named Fire Drill Supervisor is Clare Gwilliam, or Sally Miller in Clare’s absence.

## **CRITICAL INCIDENT POLICY**

We understand the need to plan for all 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 Preschool is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/ terrorism attack
- Any other incident that may affect the care of the children in the Preschool

If any of these incident’s impact on the ability of the Preschool to operate, we will endeavour to contact parents via phone/e-mail/text message/Facebook page at the earliest opportunity, e.g., before the start of the Preschool day.

### **Flood**

There is always a danger of flooding from adverse weather conditions, or through the water/heating system. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating system through regular maintenance checks. Our heating system is checked and serviced regularly by the village hall committee to ensure they are working effectively and so that they conform to all appropriate guidelines and legislation.

If flooding occurs during the Preschool day, the Preschool Supervisor or deputy will make a decision based on the severity and location of the flooding, and it may be deemed necessary to follow the fire evacuation (see Fire procedure). In this instance the children will be kept safe and parents will be notified. The Preschool will be closed until deemed safe to return.

### **Fire**

Please refer to the fire safety policy.

### **Burglary**

All staff members will follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. The CCTV is switched on during the hours that the Preschool is closed, the Supervisor / senior staff member will always check the premises as they arrive in the morning. Should they discover that the Preschool has been broken into they will follow the procedure below:

- Dial 999/101 with as many details as possible, name and location, details of what you have found with the emphasis being that this is a Preschool and the children will be arriving soon.
- Contain the area to ensure that no-one enters until the police arrive. The staff will inform Parent/Carers not to come in. If all areas have been disturbed staff will follow police advice.
- The Supervisor or deputy, will help police with enquiries by identifying items missing, area of entry etc.
- Staff will be available at all times during this to speak to parents, reassure children and direct enquiries.
- The Supervisor or deputy will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the Preschool.

### **Abduction or threatened abduction of a child**

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff are vigilant at all times and report any persons lingering on / near Preschool property immediately. All gates to the Preschool are locked and cannot be accessed unless staff members allow individuals in.

Children will only be released into the care of a designated adult, and parents are asked to inform the Preschool and the staff member on the gate will make a note of it in the timed register book. If it is an adult not on the child's registration form, the signing in book is completed and specified password given.

Parents are requested to inform the Preschool of any potential custody battles or family concerns as soon as they arise, so the Preschool is able to support the child. The Preschool will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent who is known to the Preschool arrives to collect their child, the Preschool will not restrict access **unless** a court order is in place. We will endeavour to contact the parent who has custody to inform them. Parents are requested to issue the Preschool with a copy of these documents should they be in place. If required, we will gain legal advice with regards to any concerns over custody and relay any information back to the parties involved.

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

- The police must be called immediately.
- The staff member will notify the Supervisor or Deputy immediately and they will take control.
- The parents 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 threat/terrorism attack**

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

### **Other incidents**

All incidents will be managed by the Supervisor or Deputy 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 in to account the effect of safety, health and welfare of the children and staff in the Preschool.

The Supervisor or Deputy 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 the doors and windows locked and curtains / blinds drawn.

We will activate the emergency procedure in response to a number of situations, but some of the more typical might be:

- A reported incident or disturbance in the local community (with potential to pose risk to staff and children in the Preschool).
- An intruder on the Preschool site (with potential to pose a risk to staff and children in the Preschool).
- 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 Preschool – as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following:

- A whistle being blown 3 times; all Preschool Staff carry a whistle.

All individuals (including children) will remain in the area they are in, if safe to do so. If children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors wherever safe to do so.

All individuals will keep away from the windows and doors and children will be occupied in the centre of the building, so they are not placed at risk or are able to see any situation developing outside. If they are in danger within the building, they will be escorted to the Kitchen which is lockable and has a telephone.

The Supervisor or Deputy will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.

The Supervisor or Deputy will manage the situation dependant on the information available. If the Preschool is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been called through by the police or local area authority, the Preschool will await further instructions.

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

Any children showing worries or concerns will have one to one with their key person to talk about these.

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.

## **BEHAVIOUR**

- Lots of praise is given for good behaviour and the children are encouraged to reach their full potential through incentives and small rewards.

- In any group of children, there is likely to be some inappropriate behaviour, e.g., hitting, biting, spitting, swearing etc. It is the responsibility of the Supervisor (or any adult present) in these situations to use a positive technique of guidance, including early intervention and distraction.
- Mistreatment of toys and unwillingness to share are other issues, which will be dealt with by explanation, early intervention and distraction. However, if the child continually misbehaves, he/she will be moved away from the activity/toy and will be encouraged to join in with something else. If inappropriate behaviour continues, this will be discussed with the parents. Physical restraint would only be justified in potentially harmful circumstances.
- We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to toys or property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of our Preschool Supervisor and are recorded in our Incident Book. A parent is informed on the same day and signs the Incident Book to indicate that he/she has been informed.
- We expect adults to set a good example by being consistent, being calm and quietly explaining, not threatening or humiliating any child.
- “Weapon & Superhero Play” - after reading research by Penny Holland B.Ed MA, it has been agreed “to provide sensitive adult guidance” to all weapon and superhero play, (not to marginalize children by a prohibitive approach.) This should encourage children to play in a positive way and act as an entry point to imaginative play and social development.
- **NO** corporal punishment is allowed in Preschool by the staff or any person present.

Our named Behaviour Management Supervisor is Emma McCrudden.

## **BULLYING**

We take bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. It is characterised by intent to hurt, often planned, and accompanied by an awareness of the impact of the bullying behaviour.

A child who is bullying has reached a stage of cognitive development where he or she is able to plan to carry out a premeditated intent to cause distress to another.

If a child bullies another child or children:

- We show the children who have been bullied that we are able to listen to their concerns and act upon them
- We intervene to stop the child/ren who is bullying from harming the other child or children
- We explain to the child doing the bullying why her/his behaviour is not acceptable
- We give reassurance to the child or children who have been bullied
- We help the child who has done the bullying to recognise the impact of their actions
- We make sure that children who bully receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour
- We do not label children who bully as “bullies”
- We recognise that children who bully are often unable to empathise with others and for this reason we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done Empty apologies are just as hurtful to the bullied child as the original behaviour
- Part of the Preschool’s curriculum includes developing the children’s empathy skills to help them understand how another child feels
- We discuss what has happened with the parents of the child who did the bullying and work out with them a plan for handling the child’s behaviour; and
- We share what has happened with the parents of the child who has been bullied, explain that the child who did the bullying is being helped to adopt more acceptable ways of behaving

## **PHYSICAL HANDLING POLICY**

All staff within the setting aim to help children take responsibility for their own behaviour. This can be done through a combination of approaches which include:

- positive role modelling
- planning a range of interesting and challenging activities
- setting and enforcing appropriate boundaries and expectations
- providing positive feedback.

However, there are very occasional times when a child's behaviour presents particular challenges that may require physical handling.

There are three main types of physical intervention:

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

- giving guidance to children (such as how to hold a paintbrush or when climbing)
- providing emotional support (such as placing an arm around a distressed child)
- physical care (such as first aid or toileting).

**Physical Intervention.** Physical intervention can include mechanical and environmental means such as gates or locked doors.

**Restrictive Physical Intervention.** This is when a member of staff uses physical force intentionally to restrict a child's movement against his or her will. It is used in the context of positive behaviour management approaches.

Physical intervention is only used in extreme circumstances, such as a child will get hurt if it is not used, or a child will cause significant damage to property; it is used with other strategies such as saying "stop".

Staff will use as little restrictive force as necessary in order to maintain safety and for as short a period of time as is possible. Staff have attended 'Step on' training or in-house training, to ensure that physical intervention is applied appropriately.

The aim in using restrictive physical intervention is to restore safety, both for the child and those around him or her.

Staff will:

- aim for side-by-side contact with the child. Avoid positioning themselves in front (to reduce the risk of being kicked) or behind (to reduce the risk of allegations of sexual misconduct)
- aim for no gap between the adult's and child's body, where they are side by side. This minimises the risk of impact and damage
- aim to keep the adult's back as straight as possible
- beware in particular of head positioning, to avoid head butts from the child
- hold children by "long" bones, i.e., avoid grasping at joints where pain and damage are most likely
- ensure that there is no restriction to the child's ability to breathe. In particular, this means avoiding holding a child around the chest cavity or stomach
- avoid lifting children
- All holding/guiding will be completed using 'open mitten hands', as advised on 'step on' training

After a situation has occurred parents are informed, and a note is made in the child's registration notes. It is necessary to record; who was involved, the reason for the intervention, how the child was held, when it happened (date and time) and for how long, any subsequent injury or distress and what was done in relation to this. This is reviewed with the Supervisor and plans for an appropriate future response are made. This may include an individual risk assessment/behaviour plan for the child.

After a restrictive physical intervention, support is given to the child so that they can understand why they were held. Also, support is offered to the adults who were involved, either actively or as observers. The adults should be given the chance to talk through what has happened with the Supervisor or Deputy.

## **EMPLOYEES AND REGULAR LEARNERS/VOLUNTEERS**

Preschool is an Equal Opportunities employer. No applicant will be rejected on the grounds of age, culture, sexuality, class, means, family status, disability, colour, ethnic origin, culture religion or belief.

All vacancies will be advertised through Norfolk Childcare Jobs website, Indeed, and our own Website. The Chairperson will interview all applicants with the Supervisor and the job will be given on merit.

On joining the staff team, the Chairperson and Supervisor will ensure a formal induction takes place. This will involve the employee, volunteer, Parent Rota or student understanding confidentiality of all information learnt within the session, learning about the Preschool rules, routines, child protection policy, health and safety aspects, and will also give a chance to ask any questions. They will be asked to sign a document to confirm they have completed and understood the induction.

There is a probation period for employees of 6 months. At this time the contract will either be terminated, re-issued subject to suitability, or if the role has not changed, a confirmation letter is sent to confirm the probation period has been spent and the contract then be deemed permanent. All employees will be given a contract stating job title, pay, when pay will be reviewed, days and hours of work, holiday etc. Staff appraisals are conducted yearly by Chairperson and Supervisor, to ensure continued quality all round. Work in progress (Supervision) meetings take place every term. Information on health and safety, and disciplinary and grievance procedures, are also given. These are in line with Preschool Learning Alliance requirements.

Our Preschool welcomes volunteers to assist in the smooth running of each session. We ask Parents to do occasional rota duties. These duties involve setting up and clearing away of equipment, washing up used utensils and help preparing refreshments, and help with children's activities/games as directed by trained staff members. A complete list of basic rota duties will be given to each Parent as their child commences attendance of Preschool. If at short notice Parents are unable to attend their chosen rota session, every attempt should be made by them to find a suitable replacement, e.g., another Parent. If this proves impossible contact should be made with the Administrator/Supervisor for the Preschool on 01692 535692.

If, for any reason, a Parent cannot help on rota, e.g., working Parents, small babies, etc, we ask for help to be given in other areas, e.g., fundraising, committee, etc.

Any friends, relations, school leavers, retired people, etc who feel that they have a skill they can share with the children, e.g., reading, sewing, cooking, crafts etc, would be most welcome to contact the Supervisor to arrange a visit.

The Preschool is a member of the Early Years Alliance and is run by a voluntary committee of Parents who have children attending the group, or Affiliate members who can be voted in by the Committee as per section 4.0 (b) of our Constitution. Parents are encouraged to become members as without a committee the Preschool cannot operate.

Staff and regular volunteers will need to wear appropriate clothing (to allow for paint spills etc). Please note that the Supervisor and Assistants will wear a green apron to make them easily identified by children and parents, and any other persons visiting on an official visit. Only persons identified by their green aprons are allowed to take children to the toilet (apart from the child's parents/carers)

All employees, trustees and some regular volunteers, including students, must be cleared by a Disclosure & Barring Service check. All employees will be asked to supply references.

Our named Equal Opportunities Supervisor is Emma McCrudden.

## **STAFFING AND EMPLOYMENT POLICY**

A high adult/child ratio is essential in providing good quality Preschool care. Our staff are appropriately qualified and are checked for criminal records through the Disclosure & Barring Service in accordance with Ofsted's requirements. In our Preschool:

- We comply with the correct adult to child ratios as stated in the Full Day Care National Standards.  
1:4 children aged 2 years  
1:8 children aged 3 – 7 years  
If an EYP or holder of a Level 6 qualification is supervising, the ratio for children aged 3-7 is 1:13, we would very rarely use this ratio as we like children to be fully supported and have plenty of interaction with adults.
- Our key-person system ensures each child and family has one particular staff member who takes a special interest in them.
- Regular staff meetings provide opportunities for staff to undertake curriculum planning and discuss the children’s progress and any difficulties.
- We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to both men and women, with and without disabilities, from all religious, social, ethnic and cultural groups.
- At least half of our staff holds the Diploma in Preschool Practice or an equivalent qualification or are being worked towards.
- Regular in-service training is available to all staff, both paid and volunteer members, through the Early Years Alliance or Early Years Network.
- Our Preschool’s budget includes an allocation towards training costs.
- We support the work of our staff by means of termly supervision meetings, yearly appraisals and peer observations.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice. We also refer to the National Day Care Standards, known now as “Welfare Requirements”.
- We use Ofsted guidance on obtaining references and criminal record checks through the Disclosure & Barring Service for staff and volunteers who will have substantial access to children.

## **STAFF DEVELOPMENT**

All staff are encouraged to progress with their training / development. Staff develop their individual skills and the knowledge is cascaded to all the team, in order that each member is aware or could take over a role at any time. e.g., Behaviour Management and Equality issues are discussed so consistency within the group is maintained.

An annual appraisal system reviews staff performances and parental contributions are always sought, via our suggestion box, parent rota feedback sheets, annual questionnaires or verbally.

## **SAFE GUARDING AND WELFARE POLICY**

Safeguarding Lead Practitioner (SLP):	Clare Gwilliam, Supervisor
Deputy Safeguarding Lead Practitioner:	Sally Miller, Deputy Supervisor

### Duty of Care

Our Preschool staff have a duty of care to each child who uses the facilities.

We will always work to:

Protect all children from maltreatment.

Prevent impairment of all children’s health or development.

Ensure that each child grows up in circumstances consistent with the provision of safe and effective care.

Undertake our role so as to enable all children to have optimum life chances and enter adulthood successfully.

It is their responsibility to support staff, students, volunteers or parents who have concerns and ensure that the concern is recorded, and the appropriated steps are taken following the Norfolk Safeguarding Children Board (NSCB) flow chart situated on the notice board in the foyer.

Our safeguarding policy gives clear direction to staff, volunteers, visitors and parents about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children at our setting. The elements of our policy are prevention, protection and support.

When parents and carers access our services, they will be informed that we have a safeguarding policy. A copy will be provided to parents as part of our full policy package. Parents and carers will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries.

All staff and volunteers must recognise their legal duty to safeguard and promote the welfare of children. This policy applies to all children, staff, parents, carers, volunteers and visitors.

All staff understand their responsibilities under the General Data Protection Regulations and the circumstances under which they may share information about you and your child with other agencies.

This has been written in accordance with:

Working Together to Safeguard Children: [Working together to safeguard children - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Keeping Children Safe in Education: [Keeping children safe in education - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Norfolk Safeguarding Children Partnership: [Safeguarding Children & Young People in Norfolk - NSCP \(norfolkscb.org\)](http://norfolkscb.org)

Children's Advice and Duty Services: [Children's Advice and Duty Service \(CADS\) - Norfolk Safeguarding Children Partnership \(norfolkscb.org\)](http://norfolkscb.org)

Statutory Framework for the Early Years Foundation Stage: [Early years foundation stage \(EYFS\) statutory framework - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

What to do if your child is being abused: [Child abuse concerns: guide for practitioners - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Prevent Duty Guidance: [Prevent duty guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Children's Act 2004: [Children Act 2004 \(legislation.gov.uk\)](http://legislation.gov.uk)

Sexual Offences Act: [Sexual Offences Act 2003 \(legislation.gov.uk\)](http://legislation.gov.uk)

Guidance for Safer Working Practice for Adults who work with children & young people in Education: [REVISED Guidance for Safer Working Practice for Adults who work with Children and Young People in Education 2019 | Safeguarding In Schools | Safeguarding CPD and Consultancy](http://www.gov.uk)

Information Sharing Guidance for Practitioners Safeguarding Services: [Information sharing advice for safeguarding practitioners - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

General Data Protection Act: [Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Through the services we offer, we will provide activities and opportunities that will equip our children and their parents/carers with the skills they need to keep children safe. This will also be extended to include material that will build children's self-esteem, self-awareness and confidence.

At all times we will work in partnership and endeavour to establish effective working relationships with parents, carers and colleagues from other agencies.

All staff and volunteers should raise any concerns about poor or unsafe practice.

NSCB flow charts detailing what to do if you're worried a child is being abused are displayed for staff, students, volunteers and parent/carers to see on the notice board in the foyer. Adults are encouraged to share concerns and follow our policies and procedures in an appropriate way. Positive relationships with families are key to ensuring appropriate information sharing, coupled with robust induction and training for all staff.

For more information follow this link: [4.1 Flowchart 1: Action taken when a child is referred to local authority children's social care services - Norfolk Safeguarding Children Partnership \(norfolkscb.org\)](http://norfolkscb.org)

If your child is going to be absent from Preschool, we ask that you telephone/email on the first morning that he/she is absent – our telephone number is 01692 535692. If we have not heard from you after 3 working days, we will telephone you, to check you are all ok. If we still cannot contact you, we will ring the Children's Advice and Duty Service (CADS) team to arrange for them to visit.

### Staff and other adults working with children

The staff and other adults working with the children are responsible for:

Actively protecting children, they work with, including challenging parents and carers in the inappropriate handling of their child's behaviour e.g., smacking or where parents are suspected to be under the influence of alcohol or drugs (if it is judged safe to do so);

If staff are working with children alone, they will, wherever possible, be visible to other members of staff. They will be expected to inform another member of staff of their whereabouts, who they are with and for how long. Doors, ideally, should be left open, when changing children. Visitors, parents or volunteers will not work alone in a separate room with children other than their own.

Each member of staff has a Supervision meeting every 12 weeks to ensure any concerns can be discussed.

### Records and Information Sharing

If staff are concerned about the welfare or safety of any child at our setting, they will firstly discuss this with the Supervisor. They will be advised to put the information in the confidential incident book, if appropriate, and the Supervisor or key-person will speak to the parent concerned.

If a member of staff is still unhappy with the response they have received and feels that a child is at risk of or is suffering harm, they should make a child protection referral themselves by telephoning **0344 800 8021**.

We intend to create in our Preschool an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. In order to achieve this, we will:

#### Exclude known abusers

It will be made clear to applicants and committee members for posts within the Preschool that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

All appointments, both paid and voluntary, will be subject to a probationary period and not be confirmed unless the Preschool is confident that the applicant can be safely entrusted with children.

#### Prevent abuse by means of good practice

All staff will have an enhanced police check carried out by the Disclosure & Barring Service. New members of staff are fully supervised until the DBS check is received and are never left alone with a child. Staff sign a yearly document to confirm that there is no change to their Disclosure & Barring Service information.

All staff attend Safeguarding training, and this is completed every 2 years. Named persons for Safeguarding attend the Lead Practitioner training.

Staff have opportunities to discuss issues daily, but are further supported through weekly meetings, termly supervisions, yearly appraisals and staff meetings.

Any changes or amendments to policies and procedures are shared and discussed with both staff and the committee.

Worstead Preschool undertakes the Safer Program pack with the NSCB each year to further ensure compliance on safeguarding matters.

Parents are given a full set of the settings policies and procedures when their child joins Preschool and sign to confirm receipt and agree to follow them.

The parent/carers notice board displays the duty of care poster and a further copy of the policies and procedures are available in the foyer.

Key persons establish close working relationships with families to ensure that any accidents, injuries or other incidents at home are shared and recorded.

Adults will not be left alone for long periods with individual children or with small groups. An adult who needs to take a child aside – for example, for time out - will leave the door ajar.

Adults who have not been registered as 'fit' persons will not take children un-accompanied to the toilet. Only staff, volunteers and committee members who have been vetted by the Disclosure & Barring Service can take a child to the toilet (these people are identified by their green aprons)

Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have the self-confidence and the vocabulary to resist inappropriate approaches.

The layout of the playroom(s)/outdoors will permit constant supervision of all children.

Any bullying will be dealt with by early intervention and explanation by a member of staff. If bullying continues, this will be discussed with the child's parents.

All parents are asked for written permission to allow their child to be photographed for their child's "learning story", our website, and occasionally, publicity. Parents are also asked if permission is given for video footage to be taken of their child for observations and at special events, e.g., Christmas Play.

Our named Safeguarding Lead Practitioner is Clare Gwilliam  
Our deputy Safeguarding Lead Practitioner is Sally Miller

#### **How we respond appropriately to concerns about a child.**

All staff, students and volunteers undergo induction training in which they read all policies and procedures, including the Safeguarding Policy, and sign to say they have understood and agree to abide by the policies. This clearly sets out the procedure for dealing with disclosures or concerns and the need for confidentiality. Staff, students and volunteers are clear who to take concerns to and the NSCB chart is clearly displayed for all to see.

Parents will normally be the first point of reference.

We acknowledge that abuse of children can take different forms –physical, emotional, and sexual as well as neglect.

When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.

Where such evidence is apparent, the child's key person makes a dated record of the details of the concern and discusses what to do with the Supervisor. The information is stored in the Confidential Incident Book, with diagrams if appropriate.

Staff in the setting take care not to influence the outcome either through the way they speak to children or by asking questions of children.

#### **REMEMBER: -**

- 1. DO NOT DELAY.**
- 2. DO NOT INVESTIGATE.**
- 3. SEEK ADVICE FROM THE SAFEGUARDING LEAD OR DEPUTY.**
- 4. MAKE DETAILED RECORDINGS AS SOON AS POSSIBLE, WITH DIAGRAMS IF NECESSARY, OF ANYTHING YOU OBSERVE OR ARE TOLD.**

#### **Informing Parents**

If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Norfolk Safeguarding Children Board does not allow this. In this instance the Supervisor refers the information by telephoning 0344 8008014.

This will usually be the case where the parent is the likely abuser. In these cases, the investigating officers will inform parents.



All such concerns and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be a member of staff/key person and the Pre- School Supervisor.

Changes in children's behaviour/appearance will be investigated.

Any unusual bruises, marks or changes in behaviour will need an explanation from parents/carers.

If any sexual abuse is suspected, the Safeguarding Lead Practitioner or Deputy will contact the Norfolk Safeguarding Children Board (NSCB) **immediately** 0344 8008014, without parent consent.

If a child discloses abuse to a member of staff, they will inform the Safeguarding Lead Practitioner or Deputy who will telephone Children's Services for advice as to how to proceed and if parents should be informed.

If a consultation was appropriate prior to contacting the (NSCB) we would telephone the Children's Advice and Duty Service (CADS) on 0344 800 8021 immediately.

If we have a concern about a child or children, we will telephone the Children's Advice and Duty Service (CADS) on **0344 800 8021** immediately. We will be put through to a Social Worker who will take all of the relevant details. We will make sure we are prepared with full details of the child and family, plus what our concerns are, details of any support we have provided to the child/family and what we would like to happen. We will ensure we gain consent from the parent/carer unless to do so would place the child at further risk of harm or undermine a criminal investigation. If we have not sought consent from the parent/carer we will inform the CADS worker of this and the reason for this.

The CADS worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within 5 working days. The outcomes could include a full referral to the Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help. We will not investigate and will be led by the Local Authority and/or the Police.

We will make careful records of all conversations, in ink, including the dates and times of who we spoke to, the information shared, and the action agreed and a signature. We do not need to send a written referral.

Full details on this process can be found at [www.norfolkscb.org](http://www.norfolkscb.org) under 'How to Raise a Concern'.

We understand if we are unhappy about a decision made by CADS or MASH, we can use the Resolving Professional Disagreements policy on [www.norfolkscb.org](http://www.norfolkscb.org) and contact the Safer Programme for more advice on this process.

Depending on information taken from the parent/carer regarding any signs of neglect or abuse, the information will be recorded in the confidential incident book.

If no satisfactory explanation is given then that member of staff will complete a Recording Form within 24 hours and pass this on to the Safeguarding Lead Practitioner or deputy who will decide whether to refer to Children's Services (which may include contacting the Police), ask for a Professional Consultation on 0344 8008020 for advice or instigate a Family Support Plan (FSP) to support the family.

The Recording Form will detail any observations and worrying marks or behaviour, signed by a member of Staff and will be dated using ink in case this information should be required at a later date. Any disclosure will be dealt with sensitively and calmly.

Referrals will be followed up in writing using an NSCB1 form when possible, within 24 hours by the Safeguarding Lead Practitioner or deputy. The Local Authority then take over the lead in any investigations.

Any parent/carers who have concerns about a child at Preschool can approach the Safeguarding Lead Practitioner, Clare Gwilliam, who will offer advice. If she is absent, the deputy, Sally Miller should be informed.

If you suspect a member of staff of abusing a child you may immediately contact the Local Authority Designated Officer, (LADO) their telephone number is 01603 223473. The Supervisor/Chairperson will report the suspicion to Ofsted immediately.

The Purple Folder, which is kept in the hall – “What to do if a child is being abused” can be accessed at any time if you are concerned about the safety of any child. If the Safeguarding Lead Practitioner and her Deputy are absent, any member of staff may follow the procedures detailed.

### **Liaison with other bodies**

We work within the Norfolk Safeguarding Children guidelines. We have a copy of “What to do if you are worried a child is being abused” for parents and staff and all staff are familiar with what to do if they have concerns, this is held in the hall.

We have procedures for contacting the local authority on child protection issues (telephone 0344 8008020) to ensure that it is easy, in any emergency, for the setting and children’s services to work well together.

We notify the registration authority (Ofsted) of any serious incident or accident and any changes in our arrangements which may affect the wellbeing of children. (0845 640 4040). The Safeguarding Lead Practitioner will inform Children’s Services, by letter, if a child about whom there is child protection concerns, leaves the setting.

Details of the National Society for the Prevention of Cruelty to Children (NSPCC 0808 800 5000) contacts are also kept.

If a referral is to be made to the local authority social services department, we act within the Norfolk Safeguarding Children and Child Protection guidance in deciding whether we must inform the child’s parents at the same time.

**All information concerning safeguarding children investigations is confidential to the children and families involved and the child protection services. This sensitive information must never be shared with unauthorised others.**

## **DEFINITIONS**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

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

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

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

adequate food and clothing, shelter including exclusion from home or abandonment; failing to protect the child from physical or emotional harm or danger; failing to ensure adequate supervision including the use of inadequate care takers; or failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a child's basic emotional needs.

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

## **WHISTLEBLOWER**

Whistleblowing is the term used when someone who works in or for an organisation wishes to raise concerns about malpractice, wrongdoing, illegality or risk in the organisation. Whistleblowing is very different from a complaint or a grievance. The term 'whistleblowing' generally applies when you are acting as a witness to misconduct or malpractice that you have observed, and which threatens other people. Please immediately speak to the Supervisor, Clare Gwilliam, if you feel unable to do this (perhaps because your concern relates to her), you should raise your concern with the Chairperson. If you feel it has not been dealt with properly, please contact the Local Authority Designated Officer (LADO) directly by telephoning 01603 223473.

## **PREVENT DUTY**

Every early years' setting has a duty under Section 26 of the Counter-Terrorism and Security Act [Counter-Terrorism and Security Act - GOV.UK \(www.gov.uk\)](http://www.gov.uk) to have "due regard to the need to prevent people from being drawn into terrorism."

Staff and all adults have responsibilities in respect of radicalisation of children. Any concerns should be reported to either the local police on 999 (for emergencies) or 101 (non-emergencies) or dial The Department for Education, terrorism department on 020 7340 7264 and raise your concern relating to extremism or email your concern [counter.extremism@education.gsi.gov.uk](mailto:counter.extremism@education.gsi.gov.uk)

## **DISCIPLINARY/GRIEVANCE PROCEDURE FOR EMPLOYEES**

### **Minor disagreements**

Minor disagreements among Preschool staff, or between staff and committee/owner, can usually be resolved at the regular staff management meeting or informally by discussion.

### **Disciplinary procedure**

A more serious situation arises when a dispute cannot be resolved, or when the committee/owner is dissatisfied with the conduct or activities of an employee.

All disciplinary issues will be conducted confidentially, by all parties.

Any disciplinary matter will normally be dealt with using the following procedure. At every stage the employee should be given reasonable notice (5 days) that a disciplinary hearing is due to take place to give him/her the opportunity to prepare his/her case, and s/he should be offered the opportunity to be accompanied by a colleague or union representative if s/he so wishes. The disciplinary panel in a committee-run group should consist of the Preschool chair and two nominated committee colleagues, who should ensure that confidentiality is maintained within the panel.

If the chairperson complains, another committee member is allocated to Chair the meeting.

### **1. Oral warning**

- i) The employee should be interviewed by the disciplinary panel who will explain the complaint.
- ii) The employee will be given full opportunity to state his/her case.
- iii) After careful consideration by the management committee/owner, and if the warning is considered to be appropriate, the employee needs to be told:

- a) What action should be taken to correct the conduct
- b) That s/he will be given reasonable time to rectify matters
- c) What training needs have been identified, with timescales for implementation
- d) What mitigating circumstances have been taken into account in reaching the decision
- e) That if s/he fails to improve then further action will be taken
- f) That a record of the warning will be kept
- g) That s/he may appeal against the decision within a limited time period (5 days).

## **2. Formal written warning**

If the employee fails to correct his/her conduct and further action is necessary, or if the original offence is considered too serious to warrant an initial oral warning:

- i) The employee will be interviewed and given the opportunity to state his/her case. (Reasonable time must be allowed for the employee to prepare his/her case.)
- ii) If a further formal warning is considered to be appropriate, this will be explained to the employee and a letter confirming this decision will be sent to the employee
- iii) The letter will:

- a) contain a clear reprimand and the reasons for it
- b) explain what corrective action is required and what reasonable time is given for improvement
- c) state what training needs have been identified, with timescales for implementation
- d) make clear what mitigating circumstances have been taken into account in reaching the decision
- e) warn that failure to improve will result in further disciplinary action which could result in a final written warning and, if unheeded, ultimately to dismissal with appropriate notice
- f) explain that s/he has a right to appeal against the decision.

## **3. Final written warning**

If the employee fails to correct his/her conduct and further action is necessary, or if the original offence is considered too serious to warrant any initial warnings:

- i) The employee will be interviewed and given the opportunity to state his/her case. (Reasonable time must be allowed for the employee to prepare his/her case.)
- ii) If a final warning is considered to be appropriate, this will be explained to the employee and a letter confirming this decision will be sent to the employee.
- iii) The letter will:

- a) contain a clear reprimand and the reasons for it
- b) explain what corrective action is required and what reasonable time is given for improvement
- c) state what training needs have been identified, with timescales for implementation
- d) make clear what mitigating circumstances have been taken into account in reaching the decision
- e) warn that failure to improve will result in further disciplinary action which could result in dismissal
- f) explain that s/he has a right to appeal against the decision.

## **4. Dismissal**

If the employee still fails to correct his/her conduct, then:

- i) the employee will be interviewed as before
- ii) if the decision is to dismiss, the employee will be given notice of dismissal, stating the reasons for dismissal and giving details of the right to appeal.

If progress is satisfactory within the time given to rectify matters, the record of warnings in the individual's file will be destroyed.

### **Suspension**

If the circumstances appear to warrant instant dismissal, an employee may be suspended with pay while investigations are being made. These should consist of obtaining written statements from all witnesses to the disciplinary incident, and from the employee who is being disciplined. Obviously, these investigations should be carried out within as short a time as possible.

Instant dismissal is possible only in extreme circumstances of gross misconduct. Examples of such misconduct would be:

- a) theft or fraud
- b) ill-treatment of children
- c) assault
- d) malicious damage
- e) gross carelessness which threatens the health and safety of others
- f) being unfit through use of drugs or alcohol.

Otherwise, an employee should not be dismissed without the appropriate warnings.

### **Appeals**

At each stage of the disciplinary procedure the employee must be told s/he has the right to appeal against any disciplinary action, and that the appeal must be made in writing to the Preschool owner or chair within five days of a disciplinary interview. The appeal hearing should be heard, if possible, within 10 days of receipt of the appeal. In a community group, two or three committee members -not, if possible, those involved in the initial disciplinary procedures -will serve as an appeals committee. The employee may take a colleague or trade union official to speak for her/him.

- a) The employee will explain why s/he is dissatisfied and may be asked questions.
- b) The leader, owner, Supervisor or chair will be asked to put their point of view and may be asked questions.
- c) Witnesses may be heard and may be questioned by the appeals committee and by the employee and the leader, owner, Supervisor or chair.
- d) The committee will consider the matter and make known its decision.

A written record of the meeting will be kept.

### **Grievance procedure**

If an employee is dissatisfied s/he must have the opportunity for prompt discussion with her/his immediate Supervisor. For the Supervisor of a Preschool this would normally be the Supervisor/owner or committee chair. For other Preschool staff it would be the Preschool Supervisor. If the grievance persists, a management panel should be set up for the purpose of further discussion, at which the employee may, if s/he wishes, be accompanied by a colleague.

There must be a right of appeal, to the owner or to the full Preschool committee. At this level also, the employee's colleague or trade union official may be present.

The aim of the above procedure is to settle the grievance fairly and as near as possible to the point of origin. It is intended to be simple and rapid in operation.

## **MOBILE TELEPHONES**

All Staff, Visitors, Students and Parents on rota are requested to place their Mobile Telephone, Apple Watch and I watch in the Mobile "Telephone Box" or the kitchen area upon arrival. Should it be necessary to answer their phone during a Preschool session, they are requested to replace it back in the basket/kitchen after finishing their call.

The exception is the Supervisor's mobile telephone, which will be carried by her or another member of staff in case of an emergency, and will have a sticker placed over the Camera lens. Very occasionally if the Supervisor

is absent the Deputy will carry her mobile 'phone (e.g., to Forest School or the park area), her 'phone will have a sticker placed over the camera lens.

## PHOTOGRAPHS

Labelled cameras or IPADs are used for recording images for children's learning stories. Staff may remove pictures from the premises to complete learning stories at home but must not leave these in their cars or at their homes in areas where other people may have access to them.

All IPADs and Laptops, will be charged in the locked kitchen, when left on the premises overnight.

During family events at Preschool, providing every family has signed to say they are happy for their child to be filmed or photographed, parents may take pictures or videos, but pictures of other people's children must not be posted on social network sites. If Parents have indicated they are not happy for their child to be filmed or photographed, the Supervisor will put a written notice up to advise parents no photographs, video's/ DVD's may be taken.

## BROADBAND

A staff member will always access the internet with the children to enhance their knowledge and ICT skills. No child will use the internet on their own to ensure undesirable sites are not accessed. [Teaching online safety in schools - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## CCTV

Preschool has a CCTV which videos our outdoor area whenever the building is not in use, this is for the security of the Preschool only. The card in the CCTV is removed, whenever our room is required for use by any group other than Preschool. The footage of our CCTV camera is only ever viewed if there is a breach in our security, e.g., burglars or vandals in the outdoor area.

## SOCIAL NETWORKING POLICY

### State of Social Media

Social media, professional networking sites, rapid-fire communications, blog sites, and personal web sites are all useful technologies; Worstead Preschool realises this fact. Every employee has an opportunity to express and communicate on-line in many ways and does not wish to discourage an on-line presence. Above all else, everyone needs to use good judgement on what material makes its way on-line.

### Relevant Technologies

This policy includes (but is not limited to) the following specific technologies:

Personal blogs, Twitter, Facebook, MySpace, Personal web sites and Digg.

### Responsibility

Any material presented on-line in reference to Worstead Preschool by any employee is the responsibility of the poster. At no time should any posts be made in reference to children, parents or other professionals that employees may come into contact with through work. At no time must any photographs or materials be published that name the children and pictures of staff may only be used with the express permission of the staff members concerned beforehand. Any members of staff found to be posting remarks or comments that breach confidentiality and or are deemed to be of a detrimental nature to the Preschool or other employees or posting/publishing photographs of the setting, children or staff; unless staff permission has been gained, may face disciplinary action in line with the disciplinary procedures.

All Parents sign to say they understand they must not post any photography of any other child but their own on registering their child at our Setting. It is recommended that parents/carers are very wary of what they post on social media sites, and that parents/carers lock down their accounts and check their privacy settings. It is recommended that sharing images of their own children is only completed to a select few, not all their 'friends' on sites. There are an estimated 144,000 UK accounts online linked to paedophiles (research 2019).

### Topic Matter Guidelines

Worstead Preschool employees, committee and parents are encouraged to use the following guidelines in social networking practices:

Remember that no information sent over the web is totally secure and as such if you do not wish the information to be made public refrain from sending it over a social network site. Apply a “good judgement” test for every activity related to Worstead Preschool. Even though you may think you are anonymous or use an alias you may be recognised. Maintain professionalism, honesty and respect. If any employee becomes aware of social networking activity that would be deemed distasteful or fail the good judgement test, please contact your Supervisor/Chair of the committee.

## **LOOKED AFTER CHILDREN (LAC)**

Staff at Worstead Preschool are very aware of the importance of early intervention and support of looked after children (LAC). We endeavour to work closely with the child's social worker, foster family and/or carers to ensure the best possible start and therefore the long-term outcome for every child. If at all possible, prior to starting at our Preschool, we shall collect as much information about each child to ensure they have a positive start and that their needs are fully met. We will work in collaboration with other professionals and seek the contact details of the named social worker involved, contributing to the child's personal educational plan (PEP) when appropriate. Staff will attend appropriate training around supporting LAC and the PEP when required. We recognise that a robust transition is essential for LAC and that every child and their family is entitled to quality support during these times. We will liaise with other childcare providers, families and other professional to ensure children's continuity of care.

## **PARENTAL INVOLVEMENT POLICY**

Parents are the first educators of their young children. The aims of the group are to support their essential work, not to supplant them. We will:

- Make all new parents aware of the group's systems and policies
- Encourage parents on an individual basis to play an active part in the management of the group
- Ensure that parents are informed on a regular basis about their child's progress
- Ensure that all parents have opportunities to contribute their own skills, knowledge and interests to the activities of the group
- Involve parents in shared record keeping about their own child, either formally or informally.
- Ensure information about a child and his or her family is kept confidential within our setting. We provide you with a Privacy Notice that details how and why we process your personal information
- Ensure that all parents are fully informed about meetings, conferences, workshops and training
- Consult with families about the times of meetings to avoid excluding anyone
- Hold meetings in venues, which are accessible and appropriate for all
- Welcome the contribution of parents, whatever form these may take
- Make known to all parents the systems for registering queries, complaints or suggestions
- Provide opportunities for parents to learn about the Preschool curriculum and about children's learning, in Preschool and at home

## **TAPESTRY ONLINE LEARNING JOURNEY**

At Worstead Preschool we use Tapestry an online learning journey to record your child's achievements and to make assessments on your child's learning and development. This includes photography and occasionally videoing your child, in order that you can see their progress.

You will be able to access your child's learning journey at any time; you can add your own photos/videos from home and make comments on the observations that have been completed by staff. We would very much like your child's learning journey to be a joint celebration of their achievements.

Access to your child's learning journey will only be possible by Preschool staff and you using a password linked to your email address. You will not be able to see other children's learning journey neither will other parents be able to access your child's.

When your child leaves our Preschool, we will transfer their Tapestry journey to their new setting or school. When the transfer has been confirmed, we will delete your child's record from our Tapestry account.

**Access:**

Web address: <https://tapestryjournal.com/>

Your email address: (will be arranged individually)

Password: (will be arranged individually)

If you have any questions or any difficulty with access or the email address is incorrect, please speak to our administrator or your key worker. If you do not have access to a device, you are welcome to access your child's learning journey at Preschool.

To safeguard children, the following procedures are in place: -

All staff are DBS checked.

All staff are aware of our policies including safeguarding and confidentiality.

All staff attend regular safeguarding training.

Safer recruitment practices are in place.

Individual email and passwords are issued to each staff member and are not saved on any devices including personal devices.

Signed permission is sought by each parent.

Signed records are kept that staff understand and abide by all policies.

A risk assessment has been completed.

## **OBSERVATION, ASSESSMENT & PLANNING**

Each child is carefully observed by their key person and assessed as to their likes/dislikes and interests. A plan is discussed with the staff team to ensure each child reaches their full potential. Parents are involved very early on if any concerns are raised and we hope parents find us very approachable, so they too can raise concerns or suggestions at any time around their child's learning. All observations are kept in each child's Tapestry online learning journey; which parents have access to at any time. We also have Children's registration folders.

## **CONFIDENTIALITY POLICY**

The Preschool's work with children and families will sometimes bring us into contact with confidential information.

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

- Parents will have ready access to the files and records of their own children but not have access to information about any other child.
- Staff will not discuss individual children, other than for the purposes of curriculum planning/group management with others than the parents, carers of that child.
- Information given by parents/carers to the Pre- School Supervisor or key-person will not be passed to other adults without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared throughout the group except with the child's key-person/Preschool Supervisor and the chair.
- Students on Preschool Learning Alliance or other recognised courses observing in the Preschool will be advised of our confidentiality policy and required to respect it.

All the undertakings above are secondary to ensuring that the child's welfare comes first.

## **CODE OF CONDUCT**

- Prioritise the safety and wellbeing of children and maintain a focus on their needs
- Treat children, parents, carers and colleagues with dignity and respect
- Provide good role modelling – in respect of professional behaviour



- Communicate effectively and professionally. This includes avoiding inappropriate language, remarks and gestures
- Maintain confidentiality as appropriate and be clear about when information will be shared
- Maintain professional integrity and recognise appropriate boundaries. This includes not sharing personal phone numbers with children and parents, and not using social networking sites to communicate to anyone regarding the setting or any aspect of work in an early years and childcare setting
- Present themselves appropriately in a work context. This includes wearing appropriate and safe clothing and shoes
- Behave appropriately in a work setting. This includes being appropriate in terms of promoting healthy eating and drinking and all other behaviour
- Behave appropriately outside the work setting
- Not misuse substances such as drugs and alcohol that might have a detrimental effect on children or an individual's suitability to work in an early years and childcare setting
- Take responsibility for informing the line Supervisor of any information about any health/personal issues that might have a detrimental effect on suitability to work with children
- Access relevant training, and ensure learning is embedded in practice

## SAFER RECRUITMENT POLICY

This "Safer recruitment Policy" has been developed to provide Preschool with a robust and secure recruitment process, to appoint suitable persons to work with children under 5 years. Safer recruitment starts at the point of identifying a vacancy and continues until the induction and probationary periods are completed successfully.

Worstead Preschool Committee, the administrator and the Supervisor will: -

- Advertise the position widely, detail it requires a satisfactory enhanced DBS check and two references
- Provide a specific job description and person specification
- Have a clear application form and only accept applications on this
- Have at least one committee member and the Supervisor to select and interview using a structured points system and structured questions
- Each interview will include at least four "Warner" questions (ref: Warner Report 1992)
- All prospective staff will have an enhanced DBS check, two references and, if applicable, will be referred to the ISA (Independent Safeguarding Authority)
- All appointed staff will have an induction and a 6-month probationary period.

### Summary

"For those agencies whose job it is to protect children and vulnerable people, the harsh reality is that if a sufficiently devious person is determined to seek out opportunities to work their evil, no one can guarantee that they will be stopped. Our task is to make it as difficult as possible for them to succeed".

Bichard report, 2004, pg12 para 79 [The Bichard Inquiry - Report \(ioe.ac.uk\)](http://ioe.ac.uk)

## RECRUITMENT OF EX-OFFENDERS

As an organisation using the Disclosure and Baring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, Worstead Preschool complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

Worstead Preschool is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We have a written policy on the recruitment of ex-offenders, which is made available to all applicants at the outset of the recruitment process.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview bases on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person with Worstead Preschool and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Worstead Preschool to ask questions about the entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974.

We ensure that all those in Worstead Preschool who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g., the Rehabilitation of Offenders Act.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

**Having a criminal record will not necessarily bar a person from working with us.** This will depend on the nature of the position and the circumstances and background of the offences.

## **SECURE STORAGE, HANDLING, USE, RETENTION & DISPOSAL:**

### **Disclosures and Disclosure Information**

As an organisation using the Disclosure and Baring Service (DBS) Disclosure service to help assess the suitability of applicants for positions of trust, Worstead Preschool complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.

### **Storage and access**

Disclosure information is kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

### **Handling**

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

### **Usage**

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

### **Retention**

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration

and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

### **Disposal**

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g., shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g., waste bin or confidential waste sack). We will not keep a photocopy or other image of the Disclosure or any copy of the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

## **TRANSITION**

The transition between Preschool and Reception class / another Preschool is considered very important and staff do all they can to ensure that this is smooth.

Close links with all local schools helps the transition into Reception. We encourage the Class Teacher to visit the Preschool to get to know the children who will be transferring to that particular school. She/he is invited to different special events in the summer, e.g., "Family Open Day", "Cafe Day", etc, to get to know the families of the children moving into her/his class. The role play area is turned into their "new school" around the time of the school visits and different uniforms of the children leaving are displayed and worn (!) by the children, many discussions and questions are sensitively answered during this "free play" time to ensure the smooth transition into school. The Supervisor hands the child's Tapestry learning story over to the teacher of the school in July or December where the child is starting in September or January and has a discussion about anything that will make the transition easier. The Norfolk Transition Document is also sent to the school. A formal transitional meeting is set up by the Supervisor for any child with additional needs, so the school SENCO and class teacher are fully prepared to welcome him/her into the school environment.

## **COMPLAINTS PROCEDURE**

Our Complaints Policy is issued to all families as part of the registration process. It is also available via our website [www.worsteadpreschool.co.uk](http://www.worsteadpreschool.co.uk).

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way, (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities) a complaint can be submitted directly to Clare Gwilliam.

As a member of the Early Years Alliance, we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

### **Making Concerns Known**

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the Preschool Supervisor or Chairperson.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Preschool Supervisor and the chair of the management committee. Both parents and the Supervisor should have a friend or partner present if required and an agreed written record of the discussion should be made.

## **Most complaints should be resolved informally or at this initial stage**

- If the matter is still not sorted out to the parents' satisfaction, the parent should again contact the chair-person.
- If parent and group cannot reach agreement, it might be helpful to invite external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can act as mediator if parties wish it.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential. S/he will meet with the group if requested and will keep an agreed record of any meetings that are held and of any advice s/he has given.

If a serious allegation is made against a member of staff (e.g., suspected abuse or neglect) the Chairperson will have to suspend the member of staff with pay, until the complaint is resolved. The Chairperson will inform the appropriate authorities to assist with a solution, to include Ofsted.

**We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Preschool and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality. We keep a log of any complaints and how they were dealt with. In keeping with our confidentiality procedures, the outcome of any complaints will be available to any parent requesting this information.**

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted), the local Safeguarding Children Board and the Information Commissioner's Office.

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare requirements of the Early Years Foundation Stage are adhered to.

The address and telephone number of our Ofsted regional centre are:

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
0300 1231231

These details are displayed on our Preschool's notice board.

If a child appears to be at risk, our Preschool follows the procedures of the Area Child Protection Committee in our local authority.

In these cases, both the parent and Preschool are informed, and the Pre-School Supervisor works with Ofsted or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

The Information Commissioner's Office (ICO), can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or [ico.org.uk](http://ico.org.uk)

### **Records**

A record of complaints against our Preschool and/or the children and/or the adults working in our Preschool is kept, including the date, the circumstances of the complaint and how the complaint was managed.

# CHILDREN'S RECORDS

## Policy statement

We have record keeping systems in place that meet legal requirements; this means we store and share information within the framework of the General Data Protection Regulations: [Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/guide-to-the-general-data-protection-regulation-gdpr) and the Human Rights Act: [Human Rights Act 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1998/42) This policy and procedure should be read alongside our Privacy Notice, Confidentiality and Client Access to Records Policy and our Information Sharing Policy.

## Procedures

If a child attends another setting, we establish a regular two-way flow of appropriate information with parents and other providers, via a paper book, which is written in. Where appropriate, we will incorporate comments from other providers, as well as parents and/or carers into the child's records.

We keep two kinds of records on children attending our setting:

### Developmental records

- These include observations of children in the setting, photographs, video clips and samples of their work and summary developmental reports.
- These are usually kept on Tapestry and can be accessed and contributed to, by our staff, the child and the child's parents. This is always password protected.

### Personal records

These may include the following:

- Personal details – including the child's registration form and any consent forms.
- Contractual matters – including a copy of the signed parent registration form, the child's days and times of attendance, a record of the child's fees, any fee reminders or records of disputes about fees.
- Child's development, health and well-being – including a summary only of the child's EYFS profile report, a record of discussions about everyday matters about the child's development health and well-being with the parent.
- Early Support – including any additional focussed intervention provided by our setting (e.g., support for behaviour, language or development that needs a SEN action plan) and records of any meetings held.
- Welfare and child protection concerns – including records of all welfare and protection concerns, and our resulting action, meetings and telephone conversations about the child, an Education, Health and Care Plan and any information regarding a Looked After Child.
- Correspondence and Reports – including a copy of the child's 2-Year-Old Progress Check (as applicable), all letters and emails to and from other agencies and any confidential reports from other agencies.
- These confidential records are stored in a lockable file or cabinet, which is always locked when not in use and which our Supervisor/Deputy keeps secure in an office or other suitably safe place.
- We read any correspondence in relation to a child, note any actions and file it immediately.
- We ensure that access to children's files is restricted to those authorised to see them and make entries in them, this being our Supervisor, deputy or designated person for child protection, the child's key person, or other staff as authorised by our Supervisor.
- We may be required to hand children's personal files to Ofsted as part of an inspection or investigation process; or to local authority staff conducting a S11 (Self Evaluation) audit, as long as authorisation is seen. We ensure that children's personal files are not handed over to anyone else to look at.
- Parents have access, in accordance with our Privacy Notice, Confidentiality and Client Access to Records Policy, to the files and records of their own children, but do not have access to information about any other child.
- Our staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Our staff induction programme includes an awareness of the importance of confidentiality in the role of the key person.
- We retain children's records for three years after they have left the setting; except records that relate to an accident or child protection/welfare matter, which are kept until a child reaches the age of 21 years or 25 years respectively. Safeguarding/welfare & protection plans for LAC are kept 75 years. All these documents are kept in a secure place.

### **Archiving children's files**

- When a child leaves our setting, we remove all paper documents from the child's personal file and place them in a robust envelope, with the child's name and date of birth on the front and the date they left. We seal this and place it in an archive box, stored in a safe place (i.e., a locked cabinet) for three years. After three years it is destroyed.
- If data is kept electronically, it is encrypted and stored as above.
- Where there were s.47 child protection investigations, we place all relevant paperwork in an envelope and hand deliver it to the Safeguarding Lead of the child's next setting, if we do not know the child's next setting, we put it in a robust envelope with a star and archive it for 25 years.
- We store financial information according to our finance procedures.

### **Other records**

- We keep a daily record of the names of the children we are caring for, their hours of attendance and the names of their key person.
- Students on Preschool Learning Alliance or other recognised qualifications and training, when they are observing in the setting, are advised of our Confidentiality and Client Access to Records Policy and are required to respect it.

### **Legal framework**

- General Data Protection Regulations (GDPR) (2018)
- Human Rights Act (1998)

### **Further guidance**

- Information sharing: Advice for practitioners providing safeguarding services: [Information sharing advice for safeguarding practitioners - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/information-sharing-advice-for-safeguarding-practitioners)

## **PROVIDER RECORDS**

### **Policy statement**

We keep records and documentation for the purpose of maintaining our charity. These include:

- Records pertaining to our registration.
- Landlord/lease documents and other contractual documentation pertaining to amenities, services and goods.
- Financial records pertaining to income and expenditure.
- Risk assessments.
- Employment records of our staff including their name, home address and telephone number.
- Names, addresses and telephone numbers of anyone else who is regularly in unsupervised contact with the children.

We consider our records as confidential, based on the sensitivity of information, such as with employment records. These confidential records are maintained with regard to the framework of the General Data Protection Regulations (2018), further details are given in our Privacy Notice and the Human Rights Act (1998).

This policy and procedure should be read alongside our Privacy Notice, Confidentiality and Client Access to Records Policy and Information Sharing Policy.

### **Procedures**

- All records are the responsibility of our management team who ensure they are kept securely.
- All our records are kept in an orderly way in files and filing is kept up-to-date.
- Our financial records are kept up-to-date for audit purposes.
- We maintain health and safety records; these include risk assessments, details of checks or inspections and guidance etc.
- Our Ofsted registration certificate is displayed.
- Our Public Liability insurance certificate is displayed.
- All our employment and staff records are kept securely and confidentially.

We notify Ofsted of any:

- change in the address of our premises;
- change to our premises which may affect the space available to us or the quality of childcare we provide;
- change to the name and address of our registered provider, or the provider's contact information
- change to the person managing our provision;
- significant event which is likely to affect our suitability to look after children; or
- other event as detailed in the *Statutory Framework for the Early Years Foundation Stage*: [Early years foundation stage \(EYFS\) statutory framework - GOV.UK \(www.gov.uk\)](#)

### **Legal framework**

- General Data Protection Regulations (GDPR) [Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](#)
- Human Rights Act: [Human Rights Act 1998 \(legislation.gov.uk\)](#)

## **CONFIDENTIALITY AND CLIENT ACCESS TO RECORDS**

### **Policy statement**

'Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case.'

Information sharing: [Information sharing advice for safeguarding practitioners - GOV.UK \(www.gov.uk\)](#)

In our setting, staff and Supervisors can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. We have record keeping systems in place that meet legal requirements; the means that we use to store and share that information takes place within the framework of the General Data Protection Regulations [Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](#) and the Human Rights Act: [Human Rights Act 1998 \(legislation.gov.uk\)](#)

### **Confidentiality procedures**

- Most things that happen between the family, the child and the setting are confidential to our setting. In exceptional circumstances information is shared, for example with other professionals or possibly social care or the police.
- Information shared with other agencies is done in line with our Information Sharing Policy.
- We always check whether parents regard the information they share with us to be confidential or not.
- Some parents may share information about themselves with other parents as well as with our staff; we cannot be held responsible if information is shared by those parents whom the person has 'confided' in.
- Information shared between parents in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it. We are not responsible should that confidentiality be breached by participants.
- We inform parents when we need to record confidential information beyond the general personal information we keep (see our Children's Records Policy and Privacy Notice) - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- We keep all records securely (see our Children's Records Policy and Privacy Notice).
- Information is kept in a manual file, or electronically. Our staff may also use a computer to type reports, or letters. Where this is the case, the typed document is deleted from the PC straight away and only the hard copy kept.
- Our staff discuss children's general progress and wellbeing together in meetings, but more sensitive information is restricted to our Supervisor and the child's key person and is shared with other staff on a need-to-know basis.

- We do not discuss children with [staff who are not involved in the child's care, nor with] other parents or anyone else outside of the setting.
- Our discussions with other professionals take place within a professional framework and not on an informal or ad-hoc basis.
- Where third parties share information about an individual; our practitioners and Supervisors check if it is confidential, both in terms of the party sharing the information and of the person whom the information concerns.

### **Client access to records procedures**

Parents may request access to any confidential records we hold on their child and family following the procedure below:

- The parent is the 'subject' of the file in the case where a child is too young to give 'informed consent' and has a right to see information that our setting has compiled on them.
- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the setting Supervisor.
- We acknowledge the request in writing, informing the parent that an arrangement will be made for him/her to see the file contents, subject to third party consent.
- Our written acknowledgement allows one month for the file to be made ready and available. We will be able to extend this by a further two months where requests are complex or numerous. If this is the case, we will inform you within one month of the receipt of the request and explain why the extension is necessary
- A fee may be charged for repeated requests, or where a request requires excessive administration to fulfil.
- Our Supervisor goes through the file with the child's key worker and ensures that all documents have been filed correctly, that entries are in date order and that there are no missing pages. They note any information, entry or correspondence or other document which mentions a third party.
- We write to each of those individuals explaining that the subject has requested sight of the file, which contains a reference to them, stating what this is.
- They are asked to reply in writing to our Supervisor giving or refusing consent for disclosure of that material.
- We keep copies of these letters and their replies on the child's file.
- 'Third parties' include each family member noted on the file; so, where there are separate entries pertaining to each parent, step parent, grandparent etc. we write to each of them to request third party consent.
- Third parties also include workers from any other agency, including children's social care and the health authority for example. Agencies will normally refuse consent to share information, preferring instead for the parent to be redirected to those agencies for a request to see their file held by that agency.
- Members of our staff should also be written to, but we reserve the right under the legislation to override a refusal for consent or to just delete the name of the staff member and not the information. We may grant refusal if the member of staff has provided information that could be considered 'sensitive' and the staff member may be in danger if that information is disclosed; or if that information is the basis of a police investigation. However, if the information is not sensitive, then it is not in our interest to withhold that information from a parent. In each case this should be discussed with members of staff and decisions recorded.
- When we have received all the consents/refusals, our Supervisor takes a photocopy of the complete file. On the copy of the file, our Supervisor removes any information that a third party has refused consent for to disclose and blank out any references to the third party, and any information they have added to the file, using a thick marker pen.
- The copy file is then checked by the line Supervisor to verify that the file has been prepared appropriately.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- We photocopy the 'clean copy' again and collate it for the parent to see.
- Our Supervisor informs the parent that the file is now ready and invite[s] him/ her to make an appointment to view it.
- Our Supervisor meets with the parent to go through the file, explaining the process as well as what the content of the file records about the child and the work that has been done. Only the person(s) with parental responsibility can attend that meeting, or the parent's legal representative or interpreter.



- The parent may take a copy of the prepared file away; but, to ensure it is properly explained to and understood by the parent, we never hand it over without discussion.
- It is an offence to remove material that is controversial or to rewrite records to make them more acceptable. Our recording procedures and guidelines ensure that the material reflects an accurate and non-judgemental account of the work we have done with the family.
- If a parent feels aggrieved about any entry in the file, or the resulting outcome, then we refer the parent to our complaint's procedure.
- The law requires that the information we hold must be held for a legitimate reason and must be accurate (see our Privacy Notice). If a parent says that the information, we hold is inaccurate, then the parent has a right to request for it to be changed. However, this only pertains to factual inaccuracies. Where the disputed entry is a matter of opinion, professional judgement, or represents a different view of the matter than that held by the parent, we retain the right not to change that entry, but we can record the parent's view of the matter. In most cases, we would have given a parent the opportunity at the time to state their side of the matter, and it would have been recorded there and then.
- If there are any controversial aspects of the content of a child's file, we must seek legal advice. This might be where there is a court case between parents, where social care or the police may be considering legal action, or where a case has already completed, and an appeal process is underway.
- We never 'under-record' for fear of the parent seeing, nor do we make 'personal notes' elsewhere.

Telephone advice regarding general queries may be made to The Information Commissioner's Office Helpline 0303 123 1113.

All the undertakings above are subject to the paramount commitment of our setting, which is to the safety and well-being of the child. Please see also our policy on Safeguarding Children and Child Protection.

#### **Legal framework**

- General Data Protection Regulations: [Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/the-general-data-protection-regulation-gdpr) and the Human Rights Act: [Human Rights Act 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1998/42)

#### **Further guidance**

- Information sharing: Advice for practitioners providing safeguarding services to children: [Information sharing advice for safeguarding practitioners - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/information-sharing-advice-for-safeguarding-practitioners)

## **INFORMATION SHARING**

'Sharing information is an intrinsic part of any frontline practitioners' job when working with children and young people. The decisions about how much information to share, with whom and when, can have a profound impact on individuals' lives. It could ensure that an individual receives the right services at the right time and prevent a need from becoming more acute and difficult to meet. At the other end of the spectrum, it could be the difference between life and death.'

Information Sharing: Advice for practitioners providing safeguarding services [Information sharing advice for safeguarding practitioners - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/information-sharing-advice-for-safeguarding-practitioners)

#### **Policy statement**

We recognise that parents have a right to know that the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we are obliged to share information.

We record and share information about children and their families (data subjects) in line with the six principles of the GDPR (which are further explained in our] Privacy Notice that is given to parents at the point of registration the six principles state that personal data must be:

1. Processed fairly, lawfully and in a transparent manner in relation to the data subject.
2. Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.

4. Accurate and where necessary, kept up to date.
5. Kept in a form that permits identification of data subjects no longer than is necessary for the purposes for which the data is processed.
6. Processed in a way that ensures appropriate security of the persona data including protection against accidental loss, destruction or damage, using appropriate technical or organisational measures.

We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest. That is when:

- it is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.

The responsibility for decision-making should not rely solely on an individual but should have the back-up of the management and Committee team. The management team and Committee provide clear guidance, policy and procedures to ensure all staff and volunteers understand their information sharing responsibilities and are able to respond in a timely, appropriate way to any safeguarding concerns.

### **Procedures**

Our procedure is based on the GDPR principles as listed above and the seven golden rules for sharing information in the Information sharing Advice for practitioners providing safeguarding services to children, young people, parents and carers. We also follow the guidance on information sharing from the Local Safeguarding Children Board.

1. Remember that the GDPR and human rights law are not barriers to justified information sharing as per the Children Act 2004 [Children Act 2004 \(legislation.gov.uk\)](http://legislation.gov.uk) but provide a framework to ensure that personal information about living individuals is shared appropriately.
  - Our policy and procedures on Information Sharing provide guidance to appropriate sharing of information both within the setting, as well as with external agencies.
2. Be open and honest with the individual and/or their family where appropriate, from the outset about why, what, how and with whom information will, or could be shared, and seek their consent, unless it is unsafe or if I have a legal obligation to do so. A Privacy Notice is given to parents at the point of registration to explain this further.

In our setting we ensure parents:

- Receive a copy of our Privacy Notice and information about our Information Sharing Policy when starting their child in the setting and that they sign our Registration Form to say that they understand the circumstances in which information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult;
  - have information about our Safeguarding Children and Child Protection Policy; and
  - have information about the other circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.
3. Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
    - Our staff discuss concerns about a child routinely in supervision and any actions are recorded in the child's file.
    - Our Supervisor routinely seeks advice and support from Children's Advice and Duty Services (CADS) about possible significant harm.
    - Our Safeguarding Children and Child Protection Policy sets out the duty of all members of our staff to refer concerns to our Supervisor or deputy, as designated person, who will contact children's social care for advice where they have doubts or are unsure.
    - Our Supervisor seeks advice if they need to share information without consent to disclose.

4. Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be certain of the basis upon which you are doing so. Where you have consent, be mindful that an individual might not expect information to be shared.
  - We base decisions to share information without consent on judgements about the facts of the case and whether there is a legal obligation.
  - Our guidelines for consent are part of this procedure.
  - Our Supervisor is conversant with this and she is able to advise staff accordingly.
  
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
 

In our setting we:

  - record concerns and discuss these with our Supervisor or deputy for child protection matters;
  - record decisions made and the reasons why information will be shared and to whom; and
  - follow the procedures for reporting concerns and record keeping as set out in our Safeguarding Children and Child Protection Policy.
  
6. Necessary, proportionate, relevant, adequate, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
  - Our Safeguarding Children and Child Protection Policy and Children's Records Policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.
  
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.
  - Where information is shared, we record the reasons for doing so in the child's file; where it is decided that information is not to be shared that is recorded too.

## **Consent**

When parents choose our setting for their child, they will share information about themselves and their families. This information is regarded as confidential. Parents have a right to be informed that we will seek their consent to share information in most cases, as well as the kinds of circumstances when we may not seek their consent or may override their refusal to give consent. We inform them as follows:

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts or include this in our Welcome Pack.
- Parents sign our Registration Form at registration to confirm that they understand this.
- We ask parents to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider/school.
- We give parents copies of the forms they sign.
- We consider the following questions when we assess the need to share:
  - Is there a legitimate purpose to us sharing the information?
  - Does the information enable the person to be identified?
  - Is the information confidential?
  - If the information is confidential, do we have consent to share?
  - Is there a statutory duty or court order requiring us to share the information?
  - If consent is refused, or there are good reasons for us not to seek consent, is there sufficient public interest for us to share information?
  - If the decision is to share, are we sharing the right information in the right way?
  - Have we properly recorded our decision?

- Consent must be freely given and informed - that is the person giving consent needs to understand why information will be shared, what will be shared, who will see information, the purpose of sharing it and the implications for them of sharing that information as detailed in the Privacy Notice.
- Consent may be explicit, verbally but preferably in writing, or implicit, implied if the context is such that sharing information is an intrinsic part of our service or it has been explained and agreed at the outset.
- Consent can be withdrawn at any time.
- We explain our Information Sharing Policy to parents.

#### Separated parents

- Consent to share need only be sought from one parent. Where parents are separated, this would normally be the parent with whom the child resides. Where there is a dispute, we will consider this carefully.
- Where the child is looked after, we may also need to consult the Local Authority, as 'corporate parent' before information is shared.

All the undertakings above are subject to our paramount commitment, which is to the safety and well-being of the child. Please also see our Safeguarding Children and Child Protection Policy.

#### **Legal framework**

- General Data Protection Regulations: [Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/general-data-protection-regulation) and the Human Rights Act: [Human Rights Act 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1998/42)

#### **Further guidance**

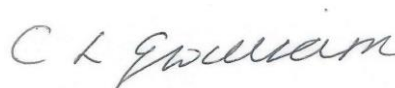
- Information Sharing: Advice for practitioners providing safeguarding services: [Information sharing advice for safeguarding practitioners - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/information-sharing-advice-for-safeguarding-practitioners)
- What to do if you're worried a child is being abused: Advice for practitioners: [Child abuse concerns: guide for practitioners - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/child-abuse-concerns-guide-for-practitioners)
- Working together to safeguard children: A guide to inter-agency working to safeguard and promote the welfare of children: [Working together to safeguard children - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/working-together-to-safeguard-children)

## **POLICY STATEMENT**

These policies were adopted by our Committee April 2021



Signature of Chair:  
Kirsty Plane



Signed on behalf of the Preschool:  
Clare Gwilliam

