

Caterpillars Childcare



Caterpillars Childcare

POLICIES, PRACTICES AND PROCEDURES

2-4 Wellington Lane
Farnham
Surrey
GU9 9BA

Contact:

Caterpillars Childcare landline:
01252 343708 (opening hours only)

Email: rebecca@caterpillarschildcare.co.uk

Index of Policies, Practices and Procedures

1. Achieving Positive Behaviour
2. Administering Medicines
3. Admissions
4. Animals in the Setting
5. Arrival & Departures Procedures
6. CCTV
7. Children's Records
8. Children's Rights & Entitlements
9. Complaints, Concerns & Compliments
10. Confidentiality
11. Diet (Healthy Food)
12. Disciplinary & Grievances
13. Diseases
14. Emergency Closure Procedure
15. Equal Opportunities and Diversity
16. Fire Safety & Emergency Evacuation
17. Health, Safety and Hygiene, (including heat wave information)
18. Images of Children
19. Looked After Children
20. Maintaining Children's Safety & Security on Premises
21. Meeting Special Educational Needs
22. Missing Child
23. Mobile Phones
24. Nappy Changing & Intimate Care
25. Non-Collection of Children Outings
26. Outings Procedures
27. Parental Involvement
28. Payment of Fees
29. Provider Records
30. Recording & Reporting of Accidents & Dangerous Occurrences (RIDDOR)
31. Risk Assessment
32. Safeguarding
33. Selecting Equipment & Toy
34. Settling In
35. Smoking, Drugs and Alcohol
36. Staffing and Employment
37. Student Placement
38. Working in Partnership with Other Agencies

1. ACHIEVING POSITIVE BEHAVIOUR

Statement of Intent

Our Nursery believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else.

Aim

We aim to provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and the environment.

Methods

- We have a named person who has overall responsibility for issues concerning behaviour.
- The named person is Pascale Stevenson.
- We require the named person to:
 - keep herself up to date with legislation, research and thinking about handling children's behaviour;
 - access relevant sources of expertise on handling children's behaviour;
 - check that all staff have relevant in-service training on handling children's behaviour. We keep a record of staff attendance at this training.
- We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parent/carer and one another with friendliness, care and courtesy.
- We require all staff, volunteers and students to use positive strategies for handling any conflict by helping children to find solutions in ways that are appropriate for the children's ages and stages of development – for example distraction, praise, reward and lead by positive examples from adults.
- We familiarise new staff and volunteers with the Nursery's behaviour policy and our behaviour code for all children – we have 5 simple guidelines, based on safety, kindness and consideration, and all children are reminded of them as part of the normal Nursery routine by revisiting our Golden Rules and British Values.
- We expect all members of the Nursery – children, parent/carer, staff, volunteers and students - to engage in a consistent manner and keep to our code of behaviour.
- We use positive praise to endorse desirable behaviour such as kindness and willingness to share.
- We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.
- When children behave in unacceptable ways, we help them to see what was wrong and how to cope more appropriately.
- We never send children out of the room by themselves.
- We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
- We do not use techniques intended to single out and humiliate individual children.
- We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to 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 the Nursery Manager and are recorded in our Incident Form. A parent is informed on the same day and signs the Incident Form to indicate that he/she has been informed.
- In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
- We do not shout or raise our voices in a threatening way to respond to children's behaviour.

Caterpillars Childcare

- We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development – for example by distraction, discussion or by withdrawing the child from the situation.
- If appropriate we will ask a child who has behaved in an unacceptable way to sit on our 'Thinking Chair' in a quiet area of the room for 2 or 3 minutes. We explain to the child why their behaviour was unacceptable and ask them to think about how they could make different choices in the future and also whether they need to say sorry to anyone for their behaviour and how it has made the other child feel.
- We work in partnership with the children's parent/carer. Parent/carer are regularly informed about their children's behaviour by the child'. We work with parent/carer to address recurring problematic behaviour in the home and can offer parent/carer objective strategies to help outside Nursery.

Children under three years

- When children under three behave in inconsiderate ways we recognise that strategies for supporting them will need to be developmentally appropriate and differ from those for older children.
- We recognise that very young children are unable to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this.
- Common inconsiderate or hurtful behaviours of young children include tantrums, biting or fighting. Staff are calm and patient, offering comfort to intense emotions, helping children to manage their feelings and talk about them to help resolve issues and promote understanding.
- If tantrums, biting or fighting are frequent, we try to find out the underlying cause - such as a change or upheaval at home, or frequent change of carers. Sometimes a child has not settled in well and the behaviour may be the result of 'separation anxiety'.
- Whilst we follow a key person approach due to the small size of the Nursery all staff are committed to building relationships with all children as well as their own key children.

Rough and tumble play and fantasy aggression

- Young children often engage in play which has aggressive themes – such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.
- We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive.
- We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
- We recognise that fantasy play also contains many violently dramatic strategies, blowing up, shooting etc., and that themes often refer to 'goodies and baddies' and as such offer opportunities for us to explore concepts of right and wrong.
- We are able to tune in to the content of the play, perhaps suggesting alternative strategies for heroes and heroines, encouraging topics and subject matter which is age appropriate and making the most of 'teachable moments' to support empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.

Hurtful behaviour

- We take hurtful behaviour very seriously. Most children under the age of five will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'. For children under five, hurtful behaviour is momentary, spontaneous and often without consideration of the feelings of the person whom they have hurt.
- We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them.

- We will help them manage these feelings as they have neither the biological means nor the cognitive means to do this for themselves.
- We understand that self-management of intense emotions, especially of anger, happens when the brain has developed neurological systems to manage the physiological processes that take place when triggers activate responses of anger or fear.
- Therefore we help this process by offering support, calming the child who is angry as well as the one who has been hurt by the behaviour. By helping the child to return to a normal state, we are helping the brain to develop the physiological response system that will help the child be able to manage his or her own feelings.
- We do not engage in punitive responses to a young child's rage as that will have the opposite effect.
- Our way of responding to pre-verbal children is to calm them through holding and cuddling. Verbal children will also respond to cuddling to calm them down, but we offer them an explanation and discuss the incident with them to their level of understanding.
- We recognise that young children require help in understanding the range of feelings they experience. We help children recognise their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling. "Adam took your car, didn't he, and you were enjoying playing with it. You didn't like it when he took it, did you? Did it make you feel angry? Is that why you hit him?" Older children will be able to verbalise their feelings better, talking through themselves the feelings that motivated the behaviour.
- We help young children learn to empathise with others, understanding that they have feelings too and that their actions impact on others' feelings. "When you hit Adam, it hurts him and he didn't like that and it made him cry."
- We help young children develop pro-social behaviour, such as resolving conflict over who has the toy. "I can see you are feeling better now and Adam isn't crying any more. Let's see if we can be friends and find another car, so you can both play with one."
- We are aware that the same problem may happen over and over before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.
- We support social skills through modelling behaviour, through activities, drama and stories. We build self-esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.
- We help a child to understand the effect that their hurtful behaviour has had on another child; we do not force children to say sorry, but encourage this where it is clear that they are genuinely sorry and wish to show this to the person they have hurt.
- When hurtful behaviour becomes problematic, we work with parent/carer to identify the cause and find a solution together.

The main reasons for very young children to engage in excessive hurtful behaviour are that:

- they do not feel securely attached to someone who can interpret and meet their needs – this may be in the home and it may also be in the setting;
- their parent, or carer in the setting, does not have skills in responding appropriately, and consequently negative patterns are developing where hurtful behaviour is the only response the child has to express feelings of anger;
- the child may have insufficient language, or mastery of English, to express him or herself and may feel frustrated;

Caterpillars Childcare

- the child is exposed to levels of aggressive behaviour at home and may be at risk emotionally, or may be experiencing child abuse;
- the child has a developmental condition that affects how they behave.

Where this does not work, we use the Department of Education SEND Code of Practice 2015 to support the child and family, making the appropriate referrals to Surrey Supporting Children Team where necessary.

Bullying

- Bullying can occur in children five years old and over and may well be an issue in after school clubs and holiday schemes catering for slightly older children. It is therefore not something that we would expect to experience at Caterpillars Childcare.
- 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 in another.
- We take bullying very seriously. It 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.
- Should this ever happen we would stop this behaviour escalating by talking to the child and the child's family and making a consistent plan to address the unwanted behaviour.

Bullying will not be tolerated by parent/carers/staff under all circumstances, either mentally and physically.

Policy updated January 2020

2. ADMINISTERING MEDICINES

Statement of Intent

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness.

In many cases, it is possible for children's GP's to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child's health if not given in the setting.

These procedures are written in line with current guidance in EYFS.

Procedures

- Children taking prescribed medication must be well enough to attend the setting and if prescribed antibiotics must have started the course 48 hours prior to return.
- Only prescribed medication is administered. It must be in-date and prescribed for the current condition.
- Children's prescribed medicines are stored in their original containers, clearly labelled with your child's name in a secure cupboard inaccessible to the children.
- Parent/carer give prior written permission for the administration of medication. The staff receiving the medication must ask the parent to sign a consent form stating the following information. No medication may be given without these details being provided:
 - full name of child and date of birth,
 - name of medication and strength,
 - who prescribed it,
 - dosage to be given in the setting,
 - how the medication should be stored and expiry date,
 - any possible side effects that may be expected should be noted, and
 - signature, printed name of parent and date.
- The administration is recorded accurately each time it is given and is signed by staff. Parent/carer sign the record form to acknowledge the administration of a medicine. The medication record book records:
 - name of child,
 - name and strength of medication,
 - the date and time of dose,
 - dose given and method, and is signed by staff administering medicine, signed by a second staff member as witness, and is countersigned by parent signature at the collection time.

Storage of medicines

- All medication is stored safely in a locked cupboard or refrigerated if necessary. When refrigerated the medicine will be stored in a marked box used solely for storing medicines.
- The member of staff handing over children at collection time, is responsible for ensuring medicine is handed back at the end of the day to the parent.
- For some conditions, medication may be kept in the setting. The Manager will check that any medication held to administer on an as and when required basis, or on a regular basis, is in date and will return any out-of-date medication back to the parent.

- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional, or by training literature if appropriate i.e. Inhalers / EpiPens.
- If rectal medication is given, it is given with care and consideration in privacy. Another member of staff must be present and co-signs the record book.
- No child may self-administer. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell The Manager what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.

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

- A risk assessment is carried out for each child with long term medical conditions that require ongoing medication. This is the responsibility of the Nursery Manager. Other medical or social care personnel may need to be involved in the risk assessment.
- Parent/carer will also contribute to a risk assessment. They should be shown around the setting, understand the routines and activities and point out anything which they think may be a risk factor for their child.
- For some medical conditions the team will need to have training in a basic understanding of the condition as well as how the medication is to be administered correctly. The training needs for staff is part of the risk assessment.
- The risk assessment includes vigorous activities and any other Nursery activity that may give cause for concern regarding an individual child's health needs.
- A health care plan for the child is drawn up with the parent; outlining the key person's role and what information must be shared with other staff who care for the child.
- The health care plan should include the measures to be taken in an emergency.
- The health care plan is reviewed every six months or more if necessary. This includes reviewing the medication, e.g. changes to the medication or the dosage, any side effects noted etc.
- Parent/carer receive a copy of the health care plan and each contributor, including the parent, signs it.
- We keep Calpol on site, if your child spikes a high temperature, becomes ill or is distressed (perhaps through teeth) we will administer Calpol. Before doing this we will phone you first so that you are aware of what is going on. We will not administer Calpol until a child has been here for 4 hours (mitigating circumstances do apply). Please note we do not administer, or keep on site, any other medicines such as ibuprofen unless it has been prescribed.

Legal framework

Medicines Act (1968)

Further guidance

Managing Medicines in Schools and Early Years Settings (DfES 2005)

<http://publications.teachernet.gov.uk/eOrderingDownload/1448-2005PDF-EN-02.pdf>

Policy updated January 2020

3. ADMISSIONS

Statement of Intent

It is our intention to make our Nursery genuinely accessible to all children and their families.

Registering

- A child's name may be registered at any time. A place will then be offered if there is space available to admit the child. The place, once confirmed by the parent, is then reserved for the child.

Admissions Process

- We are happy to register children with special educational needs however only after the parent/carer and the nursery have reached a mutual understanding that the setting is capable of meeting the child's needs. Parent/carer are asked to complete the Registration Form with the most recent information about their child's condition/needs.
- The Nursery operates a waiting list for situations where demand overtakes our capacity. In these situations the Nursery operates a 'first come, first served' system, facilitating a transparent and fair approach.
- All children irrespective of age will have their place reserved until their departure for school.
- Parent/carer who wish to remove their child are asked to make their intentions clear at the earliest opportunity as this impacts on future availability for other children.

Flexibility of Attendance

We offer flexibility of attendance based on the parent/carer needs and wishes. We offer 15 hours and extended 30 hours funded places.

Additional services will be charged for the following;

- Breakfast Club (7.30am - 8.00am)
- Late collections at Caterpillars Childcare's discretion

Equal Opportunities & Diversity Policy (EO&DP)

Our EO&DP policy will ensure that Nursery welcomes both fathers and mothers, other relations and carers (including child-minders and nannies) and people from all cultural, ethnic religious and social groups, with or without disabilities. We will monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.

Policy updated January 2020

4. ANIMALS IN THE SETTING

Statement of Intent

Children learn about the natural world, its animals and other living creatures, as part of the Early Years Foundation Stage curriculum. This may include contact with animals, or other living creatures, either in the setting or in visits. We aim to ensure that this is in accordance with sensible hygiene and safety controls.

Procedures

Caterpillars Childcare from time to time may have small domestic animals living in/visiting the setting.

- Children are taught how to correctly handling and care for the animals and are supervised at all times.
- Children wash their hands after handling the animals and do not have contact with animal soil or soiled bedding.
- Staff wear disposable gloves when cleaning up the animals, their cage or handling soiled bedding.
- If animals are brought in by visitors to show the children they are the responsibility of the owner.
- The animal owner will carry out a risk assessment, detailing how the animal is to be handled and how any safety or hygiene issues will be addressed.

Legal framework

The Management of Health and Safety at Work Regulations 1999
www.opsi.gov.uk/SI/si1999/19993242.htm

Further guidance

Health and Safety Regulation...a short guide (HSE 2003)
www.hse.gov.uk/pubns/hsc13.pdf

Policy updated January 2020

5. ARRIVAL & DEPARTURE PROCEDURES

Records

Caterpillars Childcare obtains details of the name of the child, names of parent/carer, carers, home address, contact details, health information (including allergy details). Details of who has permission to collect the child from Nursery, and their contact details are kept, and updated annually, or more frequently as necessary.

Arrival

Pre-school children are encouraged to self-register, using their own name cards. This is an exercise for the children to help in name recognition and independence and is not used as a guide as to which children are in attendance.

We use the register system on the Nursery App, Family, where staff manually records children's arrival time each day. The total number of children in attendance is calculated and displayed in the register and on a notice board in the Nursery office.

The register is re-visited as soon as possible after all of the children arrive to ensure that it has been accurately completed and that all children are registered. Children arriving late are marked in with the arrival time noted, and the total number of children attending is recalculated and displayed on the register.

When children are absent without prior notification, the nursery will contact the parent/carer to establish why the child is not attending, likely return date and the parent/carer contacted. If the absence raises a concern for the child's safety or wellbeing, the Nursery is obligated to inform the Multi Agency Safeguarding Hub (MASH).

Staff attendance is also recorded in the register.

Departure

Children are marked out as they are collected with a departure time entered against their name. Children leaving during the day (e.g. because of illness or appointment) are marked out with the time of departure against their name.

Where circumstances mean that arrangements are altered after arrival time e.g. car breakdown/parental illness, a password system is used.

The password procedure is:

- Parent to phone Caterpillars Childcare to inform of new arrangement.
- Caterpillars Childcare staff answering phone to take name of person due to collect child and to ask parent to inform the person collecting of the password (their name).
- Caterpillars Childcare staff to tell other staff of new arrangement and record in the appropriate clipboard.
- Caterpillars Childcare staff to talk to child about who is collecting child.
- When person arrives to collect child ask for password to be repeated before child is handed over.

If a person arrives to collect a child, and it was not arranged at arrival, staff will ensure that person is permitted to collect child by phoning the parent.

Staff departure times are noted in the register.

Visitors

Visitors are recorded on arrival using a 'Visitor Book'. When leaving visitors sign out, the time is noted to show that the visitor/s have departed.

Visitors are requested to remove outdoor shoes when walking around the nursery.

Visitors are not left alone with children and are accompanied at all times. Visitors are asked to put bags and phones in the office and that photos are not allowed to be taken on any devices whilst visiting the Nursery.

Points to consider

- Should the Nursery suspect a parent/carer to be under the influence of drugs or alcohol and unable to care for the safety of their child then the management team would contact the police if appropriate or make arrangements with known relatives of the child. The safety of the child is always paramount

Policy updated January 2020

6. CCTV

Statement of Intent

Caterpillars Childcare has in place a CCTV surveillance system. Images are monitored and recorded and will be used in strict accordance with this policy. The Nursery Manager/Owner is responsible for the operation of the system for ensuring compliance with this policy.

Caterpillars Childcare complies with the Information Commissioner's Office (ICO) CCTV Code of Practice to ensure the system is used responsibly and safeguards both trust and confidence in its continued use.

CCTV System

The CCTV system comprises: 8 Fixed position cameras, monitors, digital hard drive recorder and 1 public information sign.

Cameras are located at strategic points and facing the main door. Signs are prominently placed at the entrance and exit points to inform staff, parent/carer, visitors and members of the public that CCTV is in operation.

Internal cameras are located on the premises in the 2- 3 years, 3- 5 years and baby room. No camera is hidden from view or placed in an area where toileting or intimate care is carried out.

Due to the limitations of the system it is not possible to guarantee that all incidents taking place onsite will be detected.

Purpose of the System

The CCTV system has been installed by the nursery with the primary purpose of monitoring:

- Staff interactions with children
- Ensuring children are appropriately cared for
- Facilitate the identification of any activities/event which might warrant disciplinary proceedings being taken against staff and assist in providing evidence to the Nursery Manager.
- Reducing the threat of a child being abducted
- Damage to the building
- Theft
- Assist in the prevention and detection of crime
- Helping ensure the safety of all the users, staff children, parent/carer and visitors, consistent with the respect for individuals' privacy.

The CCTV system will not be used to provide images for the world wide web or record any sound.

Digital recordings are made using a digital video recorder operating in real mode, monitoring the site continuously 24 hours a day, seven days a week throughout the year. Images will normally be retained for 10 days from the date of recording and they will then automatically be overwritten.

The system monitor is kept within the nursery office. It is recognised that images are sensitive material and subject to provisions under the General Data Protection Regulation 2018.

Access to Images

Access to images will be restricted to Caterpillars Childcare Management only. Disclosure of recorded material will only be made to third parties in strict accordance with the purposes of the system and is limited to the following authorities:

- Law enforcement agencies where images recorded would assist in a criminal enquiry and/or the prevention of terrorism and disorder
- Prosecution agencies

- Emergency services in connection with the investigation of an accident

Access to images by staff, parent/carer or visitors

Under the GDPR anyone who believes they have been filmed by CCTV can request a copy of the data, subject to prohibitions covered by the GDPR. A person who requests access to data must do so in writing to the Manager. The Manager will then arrange for viewing of the images and subsequent discussion of content.

The GDPR gives the Manager the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders. If a data subject access request is rejected, the reasons will be fully documented and the data subject informed, whenever possible in writing, stating the reasons.

Policy updated January 2020

7. CHILDREN'S RECORDS

Statement of Intent

There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the General Data Protection Regulation 2018 and the Human Rights Act 1998. This policy and procedure is taken in conjunction with the Confidentiality Policy and our procedures for information sharing.

Procedures

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

Developmental records - Family

- These include observations of children in the setting, photographs, and samples of their work and summary developmental reports on the Family App.
- These are usually kept in their learning journey and can be freely accessed, and contributed to, by staff, the child and the child's parent/carer on the Family App.

Personal records

- These include registration forms, signed consent forms, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parent/carer, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.
- These confidential records are kept in a locked cupboard at the Nursery.
- Parent/carer have a right to apply in writing for access to the files and records of their own child but do not have access to information about any other child.
- Staff will not discuss personal information given by parent/carer with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.
- Relevant information is passed to the next school in the child's learning journey, and the parent/carer then given the learning journey back from the school at the end of Key Stage 1.
- All statutory data connected with a nursery leaver will be kept for the appropriate retention period. The remaining routine forms will be shredded.

Legal Framework

General Data Protection Regulation 2018

Early Years Foundations Stage 2017

Policy updated January 2020

8. CHILDREN'S RIGHTS AND ENTITLEMENTS

Statement of Intent

We promote children's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self-image, which includes their heritage, their languages spoken at home, their religious beliefs, cultural traditions and home background.

We promote children's right to be strong, resilient and listened to by encouraging children to develop a sense of autonomy and independence.

We promote children's right to be strong, resilient and listened to by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.

We help children to establish and sustain satisfying relationships within their families, with peers, and with other adults.

We work with parent/carer to build their understanding of, and commitment to, the principles of safeguarding all our children.

What it means to promote children's rights and entitlements to be '*strong, resilient and listened to*'

To be strong means to be:

- secure in their foremost attachment relationships where they are loved and cared for, by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied on;
- safe and valued as individuals in their families and in relationships beyond the family, such as day care or school;
- self-assured and form a positive sense of themselves – including all aspects of their identity and heritage;
- included equally and belong in early years settings and in community life;
- confident in abilities and proud of their achievements;
- progressing optimally in all aspects of their development and learning;
- to be part of a peer group in which to learn to negotiate, develop social skills and identity as global citizens, respecting the rights of others in a diverse world; and
- to participate and be able to represent themselves in aspects of service delivery that affects them as well as aspects of key decisions that affect their lives.

To be resilient means to:

- be sure of their self-worth and dignity;
- be able to be assertive and state their needs effectively;
- be able to overcome difficulties and problems;
- be positive in their outlook on life;
- be able to cope with challenge and change;
- have a sense of justice towards self and others;
- to develop a sense of responsibility towards self and others; and
- to be able to represent themselves and others in key decision-making processes.

To be listened to means:

- adults who are close to children recognise their need and right to express and communicate their thoughts, feelings and ideas;

Caterpillars Childcare

- adults who are close to children are able to tune in to their verbal, sign and body language in order to understand and interpret what is being expressed and communicated;
- adults who are close to children are able to respond appropriately and, when required, act upon their understanding of what children express and communicate; and
- adults respect children's rights and facilitate children's participation and representation in imaginative and child centred ways in all aspects of core services.

Policy updated January 2020

9. COMPLAINTS, CONCERNS & COMPLIMENTS

Statement of Intent

We aim to provide the highest quality education and care for all our children. We aim to welcome each individual child and family and provide a warm and caring environment within which all children can develop as they learn and play.

We believe children and parent/carer are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parent/carer and the wider community and we welcome suggestions on how to improve our nursery at any time. We give prompt and serious attention to any concerns raised about the running of the Nursery. We anticipate that most concerns will be resolved quickly by an informal approach by the Nursery Manager. If this does not achieve a satisfactory outcome for the complainant, we will invoke the following procedure:

Stage 1

Any parent/carer who is uneasy about any aspect of the Nursery's provision should first talk over any worries or anxieties with their child's key person.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer should put the concerns or complaint in writing to the Nursery Manager.

Most complaints can be resolved informally at Stage 1 or at Stage 2.

Stage 3

The parent/carer requests a meeting with the Nursery Manager. A written record of the discussion should be made. All parties present must sign and receive a copy of the meeting records.

The details of the complaint will be investigated and a report detailing the outcome prepared for the parent/carer within 28 days.

The role of Ofsted.

A written record of any complaints made must be kept for three years and shown to Ofsted inspectors at an inspection.

Unresolved complaints can be passed by parent/carer to Ofsted for their consideration at:

Office for Standards in Education
Piccadilly Gate
Store Street
Manchester M1 2WD.
Tel: 0300 123 1231

Most complaints when made constructively, can be resolved at an early stage. We also believe that complaints should be taken seriously and dealt with fairly and in a manner, which respects confidentiality.

Compliments

We are delighted to hear compliments and positive feedback. We welcome parent/carer/carers to:

- Talk to any member of staff
- Make a note in the Compliments & Complaints folder
- We treasure cards and letters that are given to us

We welcome suggestions on how to improve any aspect of the Nursery. Parent/carer/carers are encouraged to attend Nursery events. Our intention is to work in partnership with parent/carer to support all children and families.

10. CONFIDENTIALITY

Statement of Intent

It is our intention to respect the privacy of children and families attending Caterpillars Childcare.

We aim to ensure that all parent/carer and carers can share the information in the confidence that it will only be used for the welfare of their children.

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

- Parent/carer will have ready access to the files and records of their own children but will not have access to information about any other child.
- All parent/carer will receive a copy of nursery policies which detail how we run our setting which are to be signed by the parent.
- We maintain a record of parent/carer details as well as emergency contact details. We also keep a record of the child's GP and dentist with appropriate permission to share with relevant emergency and referring agencies should the need arise.
- To allow us to best support your child we ask parent/carer to inform us of any changes in the child's home circumstance, care arrangements or any other change which may affect the child's behaviour.
- Information given by parent/carer/carers to The Nursery Manager will only be passed on to other adults on a need to know basis.
- Staff will not discuss individual children, other than for purposes of curriculum planning, with people other than the parent/carer/carers of that child.
- All information shared will be kept confidential and will not be disclosed without the parent/carer consent; accept as required by law; if there appears to be a child protection issue.
- 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.
- Students observing in the Nursery as part of their training will be advised of our confidentiality policy and be required to respect it.

All the undertakings above are subject to the paramount commitment of Caterpillars Childcare, which is to the safety and well-being of the child. Please see also our safeguarding policy.

Useful resources

General Data Protection Regulation 2018 and Freedom of Information Act. Available to download from www.opsi.gov.uk

Policy updated January 2020

11. DIET (HEALTHY FOOD)

Statement of Intent

What children eat and drink during their early years can affect their health for many years to come. General eating habits are formed in the first few years of life, so it is important that we encourage our children to eat good, wholesome and nutritious food. Children need a healthy balanced diet containing foods from each food group so as they get a wide range of nutrients to help them stay healthy. Children's appetites vary depending on age, growth spurts, and how much activity they have done so it's important to provide appropriately sized portions.

Caterpillars Childcare will ensure that:

- the menu reflects healthy eating at all times. All meals and snacks provided are nutritious, avoiding large quantities of sugar, additives, trans fats, preservatives and colourings.
- fresh fruit and vegetables are washed before use, and stored correctly.
- fresh drinking water is provided at all times.
- savoury carbohydrates are chosen such as bread, crackers, wraps are offered daily.
- children's medical and personal dietary requirements are respected and followed.
- dietary rules of religious groups and dietary preferences expressed by parent/carer will be observed and met.
- milk provided for children is pasteurised, kept refrigerated and offered at every meal.
- cooking activities include savoury and sweet foods for a balanced range of taste experience.

Policy updated January 2020

12. DISCIPLINARY AND GRIEVANCES (STAFF)

This document aims to promote a fair and transparent set of rules and procedures for handling disciplinary and grievance situations.

- Caterpillars Childcare and employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- Caterpillars Childcare and employees should act consistently.
- Caterpillars Childcare will carry out all the necessary investigations, to establish the facts of the case.
- Caterpillars Childcare will inform employees of the basis of the problem and give them an opportunity to put their case in response before any decisions are made.
- Caterpillars Childcare will allow employees to be accompanied by another employee or trade union representative at any formal disciplinary or grievance meeting.
- Caterpillars Childcare will allow an employee to appeal against any decision made.

Informal Procedure

Informal action will be considered, where appropriate, to resolve minor disagreements. The objective will be to:

- identify the challenges and barriers
- understand the behaviour and performance expectations required
- offer support and development where needed
- review progress

If the required improvement does not take place, consideration will be given to the use of the formal procedure.

Formal Procedure

Formal procedures will be applied where an employee does not respond to informal action, or where a breach of conduct occurs which is believed to be too serious to be dealt with informally. In all cases, Caterpillars Childcare will establish whether an action or inaction, pivotal to the case, is 'reasonable to believe'.

Establishing the facts

It is important to carry out necessary investigation of potential disciplinary matters without unreasonable delay to establish the facts. In some cases, this will require the holding of an investigatory meeting with the employee before proceeding to any disciplinary hearing. Investigations will be conducted by the Assistant Manager who will submit meeting notes and a summary report to the Manager. This allows for different individuals to complete the investigation and disciplinary hearing. An investigatory meeting will not by itself result in disciplinary action.

There is no statutory right for an employee to be accompanied at a formal investigatory meeting.

Where a period of suspension with pay is considered necessary, this period will be as brief as possible, it will be kept under review and made clear that the suspension is not considered a disciplinary action.

Following an investigation, the courses of action will be one of the following:

- no case to answer
- the matter is resolved through guidance or training
- there is a case to answer and a disciplinary meeting is convened.

Inform employee of the problem

If it is decided that there is a disciplinary case to answer the employee will be notified of this in writing. This notification will contain information about the alleged conduct or poor performance and its possible consequences. This is to enable the employee to prepare to answer the case at a disciplinary hearing; this will include copies of any written evidence and/or witness statements.

The notification will give details of;

- time and place of the disciplinary meeting
- disciplining team
- employee's right to be accompanied by a fellow employee or a trade union representative.

Disciplinary Meeting

The meeting will be held without unreasonable delay whilst allowing the employee reasonable time to prepare their case; within five working days of receiving the notification of the disciplinary hearing. Every effort will be made by Caterpillars Childcare to hold all meetings within the employees normal working hours unless the employee expresses otherwise. The employee must take all reasonable steps to attend the meeting. Where an employee is persistently unable or unwilling to attend a disciplinary meeting without good cause, Caterpillars Childcare will make a decision on the evidence available.

At the meeting, Caterpillars Childcare will explain the complaint against the employee and go through evidence that has been gathered. The employee will be allowed to set out their case and answer any allegations made. They will also be given reasonable opportunities to ask questions, present evidence, call relevant witnesses and raise points about any information provided by witnesses. Where Caterpillars Childcare or the employee intends to call relevant witnesses they should be given advance notice that they intend to do this.

Employees rights to be accompanied

Employees have a statutory right to be accompanied by a fellow employee or trade union representative where the disciplinary meeting could result in:

- a formal warning being issued
- the taking of other disciplinary action
- the confirmation of a warning or some other disciplinary action (appeal hearing).

To exercise the statutory right to be accompanied employees must make a reasonable request. A request to be accompanied does not have to be in writing or within a certain timeframe. However, an employee should provide enough time for Caterpillars Childcare to deal with the companion's attendance at the meeting, particularly when the companion is a fellow employee. If the chosen companion is not available for the hearing, it will be postponed to an alternative time reasonable to all parties and not more than five working days after the date originally proposed. Where an employee/companion is persistently unable or unwilling to attend a disciplinary meeting without good cause, Caterpillars Childcare will make a decision on the evidence available.

The companion will be allowed to address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting, and confer with the employee during the hearing. The companion will not however have a right to answer questions on the employee's behalf, address the hearing if the employee does not wish it, or prevent Caterpillars Childcare from explaining their case.

Disciplinary Outcome

The meeting may be adjourned for a short time to allow the disciplining team time to review the facts. A longer adjournment may be required to undertake further investigation to establish missing or unclear facts. At the end of the meeting, Caterpillars Childcare will decide whether or not disciplinary or another action is justified and inform the employee accordingly in writing.

The employee has a right to appeal the decision made by Caterpillars Childcare in writing within five working days of receiving notice of the decision.

The outcome of the disciplinary meeting is likely to be one of the following:

- Case dismissed – no further action required
- Employee is required to attend further training
- Verbal warning
- First written warning
- Final written warning
- Dismissal

Verbal Warning

After consideration by the disciplining team and if a verbal warning is judged to be appropriate, the employee will be advised of:

- the nature of the misconduct or poor performance
- any mitigating circumstances that have been taken into consideration when reaching the decision
- the change in behaviour or improvement in performance required with timescales
- how long the improvement note will be kept on file
- appropriate training required with timescales
- further disciplinary action if improvements are not made
- how to appeal the disciplinary outcome; within 5 working days.

The employee will be advised that this is the first stage of formal procedure. A record of the improvement note will be kept for 6 months and after that period of time it will be viewed as spent - subject to achieving and sustaining satisfactory performance.

First Written Warning

In the case of misconduct of a more serious nature or repetition of earlier misconduct or poor performance, the employee will be given a first written warning.

The employee will be advised of:

- the nature of the misconduct or poor performance
- any mitigating circumstances that have been taken into consideration when reaching the decision
- the change in behaviour or improvement in performance required with timescales
- how long the improvement note will be kept on file
- appropriate training required with timescales
- further disciplinary action if improvements are not made, this may result in a final written warning
- how to appeal the disciplinary outcome; within 5 working days.

A record of the improvement note will be kept for 6 months and after that period of time it will be viewed as spent - subject to achieving and sustaining satisfactory performance.

Final written warning

If an employee's first misconduct or unsatisfactory performance is sufficiently serious, it may be appropriate to move directly to a final written warning. This might also take place where the employee's actions have had, or are liable to have, a serious or harmful impact on Caterpillars Childcare.

Where further misconduct or poor performance occurs after a verbal warning has been issued and within the set timeframe, the employee may be given a final written warning.

The employee will be advised of:

Caterpillars Childcare

- the nature of the misconduct or poor performance
- any mitigating circumstances that have been taken into consideration when reaching the decision
- the change in behaviour or improvement in performance required with timescales
- how long the improvement note will be kept on file
- appropriate training required with timescales
- further disciplinary action if improvements are not made, this may result in dismissal or demotion
- how to appeal the disciplinary outcome; within 5 working days.

A record of the improvement note will be kept for 12 months and after that period of time it will be viewed as spent - subject to achieving and sustaining satisfactory performance.

Dismissal

If the employee fails to make the agreed improvements in the timescales specified, the employee will be invited to a disciplinary hearing. If the decision is to dismiss, the employee will be given written confirmation of the dismissal, stating reasons, the date on which the employment contract will end, the appropriate period of notice and details of the right to appeal. Caterpillars Childcare reserves the right to pay in lieu of notice.

Gross Misconduct

Some acts, termed gross misconduct, are so serious in themselves or have such serious consequences that they may call for dismissal without notice for a first offence. If after investigation it is confirmed that an employee has committed an act of gross misconduct of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- Abuse of Caterpillars Childcare facilities i.e. deliberate damage/sabotage to nursery property.
- Deliberate disregard for safety/hygiene rules/precautions.
- Serious breach of Caterpillars Childcare policies and procedures.
- Breach of any Caterpillars Childcare policy where the safety or well-being of any child in our care or any other person on the premises is put at risk.
- Behaviour by the employee that could bring the good name of Caterpillars Childcare into disrepute.
- Failure to notify Caterpillars Childcare of any behaviour or change in circumstances that may affect your Disclosure and Barring Scheme (DBS) check and or suitability to work with children.
- Use of abusive, threatening behaviour or use of offensive language.
- Being under the influence of drink, illegal drugs or substances whilst on the premises.
- Dealing illegal drugs and or substances on the premises.
- Being under the influence of prescribed medication and knowingly working with children when advised not to as the medication may impair their ability to care for children.
- Deliberate breach of confidentiality
- Bullying, harassment, victimisation or deliberate sex, race or religious discrimination against another employee, parent/carer or child.
- Breach of safeguarding children policy, social media, mobile phone, camera and ICT policy.
- Smoking on premises or on trips.
- Fraud or theft.
- Significant breach of implied trust and confidence.
- Serious acts of insubordination.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation.

Appeals

Where an employee feels that disciplinary action taken against them is wrong or unjust they should appeal against the decision. Appeals will be heard without unreasonable delay at an agreed time and place.

Employees should let Caterpillars Childcare know the grounds for their appeal in writing as set out in the disciplinary letter within five days of receiving written notice of the disciplinary outcome. The appeal will be dealt with impartially, wherever possible by a Manager who has not previously been involved in the case.

Employees have a statutory right to be accompanied by a fellow employee or trade union representative. Any new evidence the employee wishes to put forward will be considered. As a result, Caterpillars Childcare may need to undertake further investigation and will respond in writing with the appeal decision.

The appeal meeting may not necessarily take place before the disciplinary sanction is imposed.

If the appeal is successful the sanction will be removed and/or the employee will be reinstated.

Grievance Procedure

If an employee is dissatisfied s/he must have the opportunity for prompt discussion with her/his immediate supervisor.

If the grievance persists, the employee should inform the Nursery Manager in writing of the complaint. The Nursery Manager will then undertake an investigation to understand the facts of the complaint and convene a meeting with the aggrieved employee.

The employee will be invited to a grievance meeting and offered the opportunity to be accompanied by a colleague or union representative.

The grievance should be an opportunity for the employee to state all their concerns or complaints freely. The Nursery Manager must be impartial and listen to their comments. A further investigation may be required before any action to rectify the situation can be taken.

The employee will receive a written response to the grievance, this may not contain all details of action taken if the action has been towards another employee. There will be a right to appeal after the initial discussion if the individual is still unhappy, and union representative may be present at this discussion.

Policy updated January 2020

13. DISEASES

Caterpillars Childcare refer to guidance supplied by the Public Health Agency regarding all communicable diseases.

These are:

- Diarrhea and/or vomiting
- E.coli
- Influenza
- Tuberculosis *
- Whooping Cough *
- Chicken Pox
- Cold Sores
- Rubella (German Measles)
- Hand, Foot and Mouth
- Impetigo
- Measles *
- Molluscum Contagiosum
- Ringworm
- Roseola
- Scabies
- Polio
- Scarlet Fever *
- Slapped Cheek
- Shingles
- Diphtheria *
- Glandular Fever
- Hepatitis A *
- Hepatitis B * and C *
- HIV/AIDS
- Meningococcal meningitis *
- Septicemia *
- Meningitis * (bacterial)
- Meningitis * (viral)
- Mumps *
- Threadworms
- Tonsillitis

*Denotes a notifiable disease. Health Protection Duty Room (HPDR) and OFSTED need to be informed.

Exclusion

Some of the above diseases have an exclusion period from the Nursery. We follow the guidelines highlighted on the NHS website.

Sharing Information

Parent/carer are asked to contact the Nursery with details of child's illness. Other parent/carer are informed by a notice in the entrance area.

Outbreaks

Caterpillars Childcare need to inform local HPDR should an outbreak of disease be suspected.

Further information

Visit www.hpa.org.uk

Policy updated January 2020

14. EMERGENCY CLOSURE PROCEDURE

Aim

The aim of Caterpillars Childcare is to remain open wherever possible, taking into account factors that may put the children, parent/carer and staff attending at risk.

Closures

Examples of when we may consider closing are;

- flooding
- snow
- ice
- high levels of sickness among staff or children
- flu pandemic
- no heating or water in our building
- a bereavement
- if there are contractual implications, for example a change to our terms and conditions.

If a closure occurs the welfare of the children is paramount and arrangements will be made with parent/carer for collection. Staff will ensure that children are collected by permitted adults, and details of the expected reopening is given at the time of collection, if possible. Parent/carer are also informed of expected reopening via Family as well as via the website.

Closures may occur out of hours and in these circumstances all parent/carer will be contacted via Family to inform them of the closure. The website www.caterpillarschildcare.co.uk will also be used to inform parent/carer of planned/unplanned closures soon after 8am on the first day of closure.

NB: You will still be charged for these days as normal unless the Nursery is closed for more than 2 working days.

Policy updated January 2020

15. EQUAL OPPORTUNITIES AND DIVERSITY

Statement of Intent

Caterpillars Childcare is committed to providing equality of opportunity and anti-discriminatory practice for all children and families.

We provide equal chances for each child to learn and develop to their full potential, taking into account each child's age and stages of development.

We challenge racial and discriminatory remarks, attitudes and behaviour from the children, parent/carer and staff at Caterpillars Childcare.

We aim to:

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

Methods

Admissions

Caterpillars Childcare is open to all members of the community.

Employment

Staff are treated fairly and without prejudice.

Families

Our aim is to show respectful awareness of all the major events in the lives of the children and families in the Nursery, and our society as a whole, and to welcome the diversity of backgrounds from which they come.

We aim to acknowledge all the festivals that are celebrated in our area and / or by the families attending our Nursery.

Without indoctrination of any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others and will be introduced where appropriate to the stories behind the festivals.

Children will be encouraged to welcome a range of different festivals, together with the stories, celebration and special food and clothing they involve, as part of the diversity of life.

Staff will ensure that they become aware of the cultures from which children come, and the customs and attitudes within them. Staff will be sensitive to the feelings of parent/carer.

Recognition will be given to the positive value of mother tongue and dialect.

Labelling in the Nursery, letters home etc will be comprehensible to all families.

• **Curriculum**

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and equipment will allow children the opportunity to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

• **Resources**

These will be chosen to give a balanced view of the world and an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

- **Training**

Training opportunities are offered to staff and volunteers to enable them to develop practices which enable children to flourish. We review our practices and procedures to ensure that we are fully implementing our policy of equal opportunities and diversity.

- **Food**

Medical, dietary and cultural needs will be met.

- **Special Educational Needs**

Caterpillars Childcare recognise there is a wide range of special needs effecting children and families in the community. Please refer to our SEND policy for details.

- **Meetings**

The time, place and conduct of meetings will ensure that all families have an equal opportunity to be involved in the running of Caterpillars Childcare.

The legal framework for this policy is

- The Children Act 1989, 2004 & 2006
- Race Relations Act 1976
- Sex Discrimination Act 1975 and 1986
- Equal Pay Act 1970
- Disabled Persons Act 1986
- Disability and Equality Act 2010
- Human Rights Act 1998
- Education Act 1993
- Special Educational Needs & Disability Code of Practice Aug 2014
- Race Equality Act 2000
- The Human Rights Act 2000.
- The Early Years Foundation Stage March 2017

Policy updated January 2020

Statement of Intent

We ensure our premises present no risk of fire by ensuring the highest possible standard of fire precautions. The person in charge of the building, and staff are familiar with the current legal requirements.

Procedures

- The basis of fire safety is risk assessment. These are carried out by a 'competent person'.
- The nominated Fire Warden Rebecca Harraway, has received training in fire safety sufficient to be competent to carry out a written risk assessment.
- Fire doors are clearly marked, never obstructed and easily opened from the inside.
- Smoke detectors/alarms and firefighting appliances conform to British Standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
- Records are kept of fire drills and the servicing of fire safety equipment.

Emergency evacuation procedure

Our emergency evacuation procedures are:

- clearly displayed in the premises;
- explained to new members of staff, volunteers and parent/carer; and
- practiced regularly at least once every six weeks.

The emergency evacuation/fire drill record book contains:

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

Legal framework

Regulatory Reform (Fire Safety) Order 2005 www.opsi.gov.uk/si/si2005/20051541.htm

Further guidance

Fire Safety Risk Assessment - Educational Premises (HMG 2006)
www.communities.gov.uk/publications/fire/firesafetyrisk6

Policy updated January 2020

17. HEALTH, SAFETY AND HYGIENE POLICY

Statement of Intent

We aim to promote a healthy lifestyle and a high standard in day to day work with children and adults. We will also ensure that the safety of children and adults are of paramount importance.

The legal framework for this is:

- Health and Safety at Work Act 1974
- Workplace (Health, Safety and Welfare) Regulations 1992
- Storage/Control of substances hazardous to health regulations (COSHH) 2002
- Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) 1999

Useful resources and websites

- 5 Steps to Risk Assessment, HSE publication.
- HSE Information Services, Caerphilly Business Park, Caerphilly, CF38 3GG.
- Incident Contact Centre 0845 300 9923

In order to achieve this, Caterpillars Childcare will ensure that:

- all children are supervised by adults at all times and will always be within sight and sound of an adult.
- Accident/Incident forms are available at each session for the reporting of any accident/incident. All staff know where these are and how to complete them
- regular safety monitoring will include the checking of the accident and incident records (every half term).
- a range of written risk assessments are referred to as necessary. Risk, and the benefit of some risk, is discussed for play and activities that are not covered by our extensive written risk assessments. Risk assessments do not have to be written however, sensible discussion to plan for activities and before activities commence, before outings etc are undertaken part of good practice. Children are encouraged to be involved in thinking through activities and working out the risks so they can begin to manage their play safely.
- all adults are aware of the system in operation for children's arrivals and departures and an adult will be at the door during these periods.
- children will leave the Nursery only with authorised adults and in the correct ratio for age.
- if children fall asleep at Nursery, they are closely monitored, and kept warm and comfortable.
- safety checks on premises, both outdoors and indoors, are made every day/ session.
- equipment is checked regularly and any dangerous items repaired/discarded.
- the layout and space ratios allow children and adults to move safely and freely between activities.
- fire doors are never obstructed.
- fire drills are held at least twice a term.
- fire extinguishers are checked annually and staff know how to use them.
- electric points/wires and leads are adequately guarded.
- electrical appliances are checked visually when being used.
- all dangerous materials, including medicines and cleaning materials are stored out of reach of children.
- adults do not walk about with hot drinks or place hot drinks within reach of children.
- a register of children and adults is completed as children arrive, noting time of arrivals and departures.
- there is no smoking in any part of the premises including the garden.
- whenever children are on the premises at least two adults are present.

Caterpillars Childcare

- large equipment is erected/dismantled with care and checked regularly.
- steps are provided for retrieving/stowing away equipment onto high shelving.
- activities such as cooking and energetic play receive close and constant supervision.
- equipment offered to children is developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- the premises are checked prior to locking up at the end of each session/day.
- children and adults wear clothing appropriate for work, play and weather conditions.

Outside Play

Children will have the opportunity to play in the fresh air throughout the year, in the Nursery's own outside areas. The outdoor space is securely fenced.

In hot/sunny weather it is strongly recommended that children arrive with sunscreen already applied. Caterpillars Childcare will also supply sunscreen. Children arriving with sunscreen applied at the beginning of Nursery can remain protected for the length of time stated on the sunscreen container which will be re-applied as required. Children will be kept out of the sun at the hottest part of the day.

The sand is clean and suitable for children's play and covered when not in use. Water play is supervised closely. Water is changed daily.

Health

Food

All meals and snacks provided will be nutritious and pay due attention to children's particular requirements and preferences.

When cooking with children as an activity, the adults will provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.

The Nursery will observe current legislation regarding food hygiene, registering and training. In particular, each adult will:

- ensure fresh, clean drinking water is available for children at all times.
- ensure that food is cooked thoroughly to kill food poisoning bacteria. The core temperature should reach 75°C instantaneously or equivalent, e.g. 70°C for two minutes. The core is taken as the centre or thickest part of the food.
- always wash hands in warm soapy water before handling food and after using the toilet.
- not to be involved with the preparation of food if suffering from any infectious/contagious illness or skin disease.
- never smoke in the Nursery premises or garden at any time
- never consume alcohol or drugs during Nursery hours, or in the hours preceding working hours. All staff are expected to behave professionally and responsibly at all times.
- never cough or sneeze over food.
- ensure waste is disposed of hygienically.
- wash fresh fruits and vegetables thoroughly before use in clean, cold running water.
- ensure that all utensils will be kept clean and stored away in a dust-free place e.g. a closed box.

Hygiene

To prevent the spread of all infection, staff will ensure that the following good practices are observed:

Personal Hygiene

Caterpillars Childcare

- Hands washed after using the toilet.
- Hands washed before eating.
- Hands washed before preparing food.
- Boxes of tissues available and children are encouraged to blow and wipe their own noses when necessary. Soiled tissues disposed of hygienically.
- Children are encouraged to use tissues when coughing or sneezing.
- Paper hand towels used and disposed of appropriately.
- Hygiene rules related to bodily fluids followed with particular care and all staff and volunteers aware of how infections, including HIV infection, can be transmitted.
- Protective gloves and aprons worn by staff always when changing nappies and if necessary when helping children after using toilets. Both are disposed of hygienically.

Cleaning and Clearing

- Any spills of blood, vomit or excrement wiped up and flushed away down the toilet.
- Protective gloves are always used when cleaning up the spill of body fluids.
- Floors and other affected surfaces disinfected using anti-bacterial products diluted to the manufacturer's instructions.
- Fabrics contaminated with body fluids are bagged hygienically and given to parent/carer for collection.
- Spare clothing is available in case of accidents and plastic bags available in which to wrap soiled garments.
- All surfaces are cleaned as required or daily with an appropriate cleaner and cloth.

Illness

- Parent/carer are asked to keep children at home if they have any infection, and to inform Caterpillars Childcare as to the nature of the infection so that staff can alert other parent/carer and make careful observations of any child who seems unwell.
- Parent/carer are asked not to bring any child into Caterpillars Childcare who has been vomiting or had diarrhea until at least 48 hours has elapsed since the last episode.
- Caterpillars Childcare reserves the right to refuse admission to any child who staff believe to be unwell at the time of their arrival.

Teething

According to the NHS website, diarrhea, vomiting and a fever are not symptoms of teething. Whilst teething can cause a slightly raised temperature and looser stools, it is important that we do not assume these are due to teething and seeking medical advice is recommended. Any temperature over 38 is considered a fever.

First Aid and Medication

First aid

All staff are paediatric first aid trained and hold current paediatric first aid certificates (relevant to babies and young children).

Our first aid kits are:

- checked regularly and restocked as necessary.
- easily accessible to adults.
- kept out of reach of children.

Parent/carer's written permission for emergency medical advice or treatment is sought when each child starts Nursery.

Accidents and emergencies

- Accidents are recorded on the Accident & Incident Form.
- Staff complete details of the accident and where it is witnessed by another member of staff they will countersign to confirm the details. The parent/carer is informed about the accident at collection time and asked to sign and date the accident record to confirm communication of the details.
- Should the accident be assessed as serious and require professional medical intervention, paramedics will be called, and the parent/carer will be contacted. If a child needs to be taken by ambulance to hospital and the parent/carer cannot get to the setting, the child will be accompanied by a member of staff.
- In the event that a child requires medical treatment the parent/carer will always be advised/asked about the treatment.
- In a life-threatening situation where parent/carer cannot be contacted or maybe absent the setting will defer all medical decisions to professional NHS medical staff.

Incidents

All incidents will be recorded. Incidents are recorded with following details:

- the child's name
- the time and location of the incident
- what triggered the incident
- the nature of the incident
- other people involved
- witnesses
- how the situation was handled
- treatment given

Records of all accidents and incidents involving children are countersigned by parent/carer.

Ofsted is notified of any paediatric injury requiring treatment/overnight stay at hospital, or the death of a child or adult. These situations will be reported to the Health and Safety Executive on 0345 300 9923 or complete the online Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) form.

Investigating Accidents and Incidents

All serious incidents will be investigated thoroughly. This includes considering whether a risk assessment needs implementing or if the current risk assessments need reviewing. Any equipment which is involved in an accident or incident will be assessed to determine whether it may need repairing or potentially removed from the Nursery

Parent/carer reporting accidents and incidents that happen away from Nursery

We have a duty to the overall well-being of all nursery children and as part of this commitment we require that any accident or incident resulting in an injury whilst away from the Nursery is recorded on an accident at home form at Nursery. This information supports us to safeguard the children at the Nursery. If injuries are not reported but are noticed on the child whilst at the Nursery staff will speak to the Manager before contacting the parent/carer to identify the cause and will require the form to be completed on collection.

Medicines

Non-prescribed medication

The only non-prescribed medicine we will administer is Calpol or teething gel with your permission. If you have administered any medication to your child before their arrival it is imperative that you inform us when you drop off your child and complete a medicine at home form.

We will only administer 1 dose of Calpol during the day, please note that we will only do this for a high temperature. If symptoms continue you will be asked to collect your child from Nursery as this can be a sign of an infection and you should therefore seek medical advice. If your child has required Calpol for 2 days then we will refuse them entry to the Nursery until they are better.

Prescribed medicine

If a child is on prescribed medication the following procedures will be followed:

- The child must remain at home for the first 48 hours of being on the prescribed medication.
- The medication must be clearly labelled by the pharmacist with the child's name. The Medication Record Sheet needs to be completed and signed by the parent/carer with dosage and any instructions, giving permission for a member of staff to administer the medicine. The member of staff administering the medicine witnessed by a colleague jointly record on the Medication Record Sheet the dosage and the time medicine was given. This is then countersigned by both. The parent/carer countersigns the Medication Record Sheet on collection of the child.
- All medicines must be in their original containers, clearly labelled and will be kept out of reach of children. These will be stored in the fridge if necessary.
- If the administration of the prescribed medicine requires medical knowledge, information is obtained from the parent and if necessary training is arranged, delivered by a Health Professional.
- With regard to the administration of life saving medication such as insulin/adrenalin injections or the use of nebulisers, the position will be clarified by reference to the Nursery's insurance company, Morton Michel.

Information Sources and useful websites

- Parent/carer will have the opportunity to discuss health issues with Nursery staff and will have access to this information.
- Caterpillars Childcare will maintain links with health visitors and gather information and advice from local health authority information services, as required.

Department of Health www.doh.gov.uk

NHS Online: www.nhsdirect.nhs.uk

Surrey Health Protection Unit www.hpa.org.uk 01372 227331

Meningitis trust has free meningitis symptom cards available www.meningitis-trust.org 0800 0281828

Heatwave Information

High temperatures both outdoors and indoors may harm children's health. In the event of a heatwave the local authority will be notified by the Meteorological Office, and the alert will be more widely publicised.

Outdoors

- On very hot days (i.e. where temperatures are in excess of 30°C), children should not take part in vigorous physical activity.
- Children playing outdoors will be encouraged to stay in the shade as much as possible.
- Loose, light coloured clothing should be worn to help children keep cool and hats of a closed construction with wide brims should be worn to avoid sunburn.
- Thin clothing or sun cream should be used to protect skin if children are playing or taking lessons outdoors for more than 20 minutes.

Caterpillars Childcare

- Children will be provided with plenty of cool water and encouraged to drink more than usual when conditions are hot.

Indoors

To avoid children becoming unnecessarily hot they are encouraged to drink plenty of cool water on hot days. Playrooms or other spaces which are less likely to overheat are used in preference to others and the layout of teaching spaces adjusted to avoid direct sunlight on children.

Which children are likely to be most affected by high temperatures?

Children's susceptibility to high temperatures varies; those who are under four years of age, overweight, taking medication, have disabilities and/or complex health needs may be at increased risk of adverse effects.

The health visitor or the child's specialist health professional may be able to advise on the particular needs of the individual child. The team will be made aware of the risks and how to manage them.

Policy updated January 2020

18. USING IMAGES OF CHILDREN: PHOTOGRAPHS & WEBSITE

Statement of Intent

We live in an age where digital technology has vastly increased the use, and potential misuse of photography. The following policy has been produced from guidelines published by the Surrey Safeguarding Children's Board.

Consent

- **The General Data Protection Regulation 2018** affects use of photography. This is because an image of a child is personal data and consent must be obtained, regarding the taking, storage and sharing of photos from the parent/carer of their child. Where children are Looked After, the Nursery must check consent from Social Worker, on the parent/carer's behalf.
- Written consent is obtained from parent/carer's for the use of photographic images of their child on Caterpillars Childcare's website. The child will not be identified by name, and only photographs showing children fully clothed in activities appropriate to the children's play are selected for website display.
- Parent/carer's retain the right to withdraw their consent to photographic images being used at any point, although they need to do this in writing.

Use of images of children by the press

- Should a photograph be taken for publication in a newspaper, consent needs to be obtained from parent/carer. Children are not identified by name, and the press follow their relevant industry codes of practice.

Use of images of children in the Nursery

- Photographs are taken during Nursery sessions, and also during Nursery outings, to record individual achievement.
- Children are always appropriately dressed.
- Photographs are never taken in the toilet/nappy changing area.
- Any images taken are used for children's learning journey and become property of the child's parent/carer on leaving.
- I pads belonging to the Nursery, are used to take all photographs. Staff are not permitted to use mobile phones, or other devices, to record photographic images or videos whilst working in the Nursery. The child's key person is responsible for downloading the images on to Family. Digital images are not transferred via email, or similar, to other computers or devices.

Prospectus, brochures and publicity material

- Images of children are not used in any of the above.

Websites

- Written parental consent must be obtained before a photograph is used for the Nursery website.
- Photographs that are used on the Caterpillars Childcare website are selected carefully showing groups of children, in appropriate clothing to protect modesty and playing appropriately. Children are not identified by name.
- Internet and social media guidance is sought at www.ceop.gov.uk Child Exploitation and Online Protection.
- It is strongly recommended that staff do not contact a parent/carer out of working hours using social networking sites. Photographs/messages posted on social networking sites may potentially damage the Nursery's reputation, and extreme care and professional conduct is required from staff at all times.

Parental/carer right to take photographs

- Photographs are not permitted to be taken anywhere within the Nursery by a parent/carer

Storage of photographs

- Photographs must be securely stored, either returned to the parent/carer or used in child's learning journey.

Official Photographs

- If photographers are asked into the Nursery to take portraits/photographs of individual children or groups, vetting/validity checks will be undertaken.
- The photographer will be supervised at all times to ensure the welfare of the children is safeguarded.

Useful sources of Information

The Information Commissioners Office

www.ico.gov.uk

Internet Watch Foundation

www.internetwatch.org.uk

Policy updated January 2020

19. LOOKED AFTER CHILDREN

Statement of Intent

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

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

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

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

Principles

The term 'looked after child' denotes a child's current legal status; this term is never used to categorise a child as standing out from others. We do not refer to such a child using acronyms such as LAC.

We offer places for funded three and four-year-olds who are in care to ensure they receive their entitlement to early education. We expect that a child will have been with a foster carer for a minimum of one month and has formed a secure attachment to the carer. We expect that the placement in the setting will last a minimum of six weeks.

Where a child who normally attends our setting is taken into care and is cared for by a local foster carer we will continue to offer the placement for the child.

Procedures

The designated person for looked after children is the Designated Safeguarding Lead – Laura Durrant.

Every child is allocated a key person before they start and this is no different for a looked after child. The designated person ensures the key person has the information, support and training necessary to meet the looked after child's needs.

The Designated Safeguarding Lead and the Manager liaise with agencies, professionals and practitioners involved with the child and his/her family and ensures appropriate information is gained and shared.

The setting recognises the role of the local authority social care department as the child's 'corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parent's or foster carer's role in relation to the setting without prior discussion and agreement with the child's social worker.

At the start of a placement there is a professionals meeting that will determine the objectives of the placement and draw up a care plan that incorporates the child's learning needs. This plan is reviewed after two weeks, six weeks and three months. Thereafter at three to six monthly intervals.

The care plan needs to consider such issues for the child as:

- the child's emotional needs and how they are to be met;

Caterpillars Childcare

- how any emotional issues and problems that affect behaviour are to be managed;
- the child's sense of self, culture, language/s and identity – how this is to be supported;
- the child's need for sociability and friendship;
- the child's interests and abilities and
- how any special needs will be supported.

In addition, the care plan will also consider how information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with whom and how it will be recorded and stored;

- what contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be the setting, when, where and what form the contact will take will be discussed and agreed;
- what written reporting is required;
- wherever possible, and where the plan is for the child's return home, the birth parent(s) should be involved in planning; and
- with the social worker's agreement, and as part of the plan, the birth parent(s) should be involved in the setting's activities that include parent/carer, such as outings, fun-days etc alongside the foster carer.

The settling-in process for the child is agreed. It should be the same as for any other child, with the foster carer taking the place of the parent, unless otherwise agreed. It is even more important that the 'proximity' stage is followed until it is visible that the child has formed a relationship with his or her key person sufficient to act as a 'secure base' to allow the gradual separation from the foster carer. This process may take longer in some cases, so time needs to be allowed for it to take place without causing further distress or anxiety to the child.

In the first two weeks after settling-in, the child's well-being is the focus of observation, their sociability and their ability to manage their feelings with or without support.

Further observations about communication, interests and abilities will be noted to form a picture of the whole child in relation to the EYFS areas of learning. Concerns about the child will be noted in the child's file and discussed with the foster carer.

If the concerns are about the foster carer's treatment of the child, or if abuse is suspected, these are recorded in the child's file and reported to the child's social care worker according to the setting's safeguarding children procedure.

Regular contact should be maintained with the social worker through planned meetings that will include the foster carer.

Transition to school will be handled sensitively and the designated person and or the child's key person will liaise with the school, passing on relevant information and documentation with the agreement of the looked after child's birth parent/carer.

Policy updated January 2020

20. MAINTAINING CHILDREN'S SAFETY AND SECURITY ON PREMISES

Statement of Intent

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

Procedures

Children's personal safety

We ensure all employed and voluntary staff have been checked for criminal records by completing an Enhanced Disclosure and Barring Service (DBS) check specific to working within the children's workforce.

All children are supervised by adults at all times.

Adults do not normally supervise children on their own.

Whenever children are on the premises at least two adults are present.

Visitors are welcome to visit and it is ensured they are never left alone with children.

We carry out risk assessment to ensure that our premises, equipment and resources are suitable for children, and that activities are planned and any risks involved are managed with care.

Security

Systems are in place for the safe arrival and departure of children.

The times of the children's arrivals and departures are recorded.

The arrival and departure times of adults - staff, volunteers and visitors - are recorded.

Our systems prevent unauthorised access to our premises.

Our systems prevent children from leaving our premises unnoticed.

The personal possessions of staff and volunteers are securely stored during sessions.

Our systems prevent children gaining access to medicines, cleaning products and other unsafe items.

Policy updated January 2020

21. MEETING SPECIAL EDUCATIONAL NEEDS AND DISABILITIES

Statement of Intent

This policy is written in conjunction with the Children and Families Act 2014 and with regard to the SEND Code of Practice 2014.

Caterpillars Childcare aims to meet the needs of all its children including those with special needs. A child with special care or educational needs may cover a wide range of needs, such as

- Physical disability
- Learning difficulties
- Speech and language difficulties
- Behavioural/social-communication problems
- Sensory impairment
- Medical/dietary/cultural needs
- Exceptional abilities (gifted)

To help us include all children of all abilities and help them reach their potential:

- We have a nominated Special Educational Needs Co-ordinator (SENCo) is Pascale Stevenson who liaises with staff over any concerns raised about a child thought to have SEND (Special Education Needs and Disabilities). SENCo duties also include attending training, record keeping and seeking advice from Surrey Supporting Children Team and other professionals.
- We identify the specific needs of children with SEND and meet those needs through a range of strategies.
- We work in partnership with parent/carer and other agencies in meeting individual children's needs.
- We monitor and review our practice and provision and, if necessary make adjustments.
- Our key person system ensures that each member of staff is specifically responsible for a small group of children, so each child receives adult time and attention. Staff liaise with each other, and parent/carer, (other early years settings if appropriate) and by observation and record keeping to recognise and monitor any special needs.
- If it is felt that a child's needs cannot be met at Caterpillars Childcare without the support of a 1:1 adult, funding will be sought.
- Caterpillars Childcare aims to cater for all children including those with special needs.

Children with SEND may be identified by:

- Outside agencies before the child attends Caterpillars Childcare or while attending.
- Parent/carer.
- Staff.

If a child is thought to have special needs then discussion will take place with parent/carer. No action can be taken without parent/carer consent.

A child with SEND will be supported appropriately, and this may include implementing an Individual Support Plan (ISP) and, if appropriate, an Early Health & Care Plan (EHCP). This helps to ensure there is support in place for the child at school entry.

Caterpillars Childcare values and encourages the involvement of parent/carer at all stages. Communication at Caterpillars Childcare is on a daily basis and parent/carer are encouraged to be open about all their concerns.

Our SEND local offer can be found on our website. All questions should be sent to Pascale Stevenson SENCo and The Manager, Nursery Manager.

Useful resources and websites

- <http://www.sendadvice.surrey.org.uk>
- DFES publications centre: dfes@prolog.uk.com
- Special Educational Needs in Practice. Practical Preschool
- Centre of Accessible Environments www.cae.org.uk
- Information and publications about the Disability and the Equality Act 2012 www.direct.gov.uk
- Mencap www.mencap.org.uk

Policy updated January 2020

22. MISSING CHILD

Statement of Intent

Children's safety is paramount at all times both on and off premises. Caterpillars Childcare has a strict entrance/exit system along with an outings procedure to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

Procedures

Child going missing on the premises

As soon as it is noticed that a child is missing the key person/staff alerts the Nursery Manager and the following happens:

- Staff will remain calm and assist the other children from becoming anxious or worried.
- The Nursery Manager will carry out a thorough search of the building and garden.
- The register is checked to make sure no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- If the child is not found, the parent is contacted and the missing child is reported to the police.
- The Nursery Manager will talk to the staff to find out when and where the child was last seen and records this.
- The Nursery Manager reports the incident to Ofsted. The Nursery Manager carries out an investigation.

Child going missing on an outing

When a child goes missing from a setting outing the following will happen:

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

The investigation

- The Nursery Manager together with the DSL will speak with the parent/carer.
- The Nursery Manager carry out a full investigation taking written statements from all the staff in the room or who were on the outing.
- The outing leader will write an incident report detailing:
 - The date and time of the report.

- What staff/children were in the group/outing and the name of the staff designated responsible for the missing child.
 - When the child was last seen in the group/outing.
 - What has taken place in the group or outing since the child went missing.
 - The time it is estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
 - If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.
 - The incident is reported under RIDDOR arrangements (see the Reporting of Accidents and Incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
 - In the event of disciplinary action needing to be taken, Ofsted and insurance provider is informed.

Managing people

Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.

The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases. The Nursery Manager needs to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.

The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.

In accordance with the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The Nursery Manager will use their discretion to decide what action to take.

Staff must not discuss any missing child incident with the press without taking advice.

Policy updated January 2020

23. USE OF MOBILE PHONES

Statement of Intent

The safety and protection of the children in the care of Caterpillars Childcare is always paramount.

Staff, volunteers, students and visitors are not permitted to use mobile phones on the Nursery site without the explicit permission from the Manager. Staff mobile phones are kept in the Manager's Office. They must be on silent. Staff may use their mobiles whilst on breaks in the child-free designated area.

Parent/carer are asked to respect the Nursery's requirement for adults not to access their mobile phone whilst at the Nursery. Should they receive a call or need to make a call on their mobile phone, parent/carer will be asked to do so outside of the building or in their vehicle away from the children.

Under no circumstances does the Nursery allow a member of staff to contact a parent/carer using their personal mobile phone.

All staff, volunteers and students must ensure there is no inappropriate or illegal content on their mobile phone. Should there be cause for concern the Manager reserves the right to check the image content on the staff members mobile phone. Should inappropriate or illegal material be found, the DSL/DDSL will immediately notify the LADO and follow Caterpillar Childcare safeguarding procedures. This may result in the disciplinary action.

During group outings the lead practitioner will take a mobile phone to use in case of an emergency. The mobile must only be used to make emergency calls or to accept calls from the Nursery. Under no circumstances must a member of staff take a personal call whilst caring for the children. It is the responsibility of all staff to be vigilant and to report any concerns to the DSL/DDSL.

Policy updated January 2020

24. Nappy Changing & Intimate Care

Statement of Intent

No child is excluded from participating in our Nursery who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parent/carer towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time. We provide nappy changing facilities and exercise good hygiene practices in order to accommodate children who are not yet toilet trained. We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults.

Routine

- On entry to Caterpillars Childcare, parent/carer are asked to inform staff of their child's toileting routine by completing the All About Me Form. This is to ensure a consistent approach can be planned. Children are checked during the time spent at Caterpillars Childcare and are changed as necessary.
- Children's privacy is considered at every nappy change. The child will be helped in a kind, gentle manner at all times.
- Any clothes that are soiled or wet will be bagged for the parent to take home, and the child will be dressed in clean clothes. Wherever possible children's own clothes are used, however, if there are not enough, Caterpillars Childcare will use clothes that are held at the Nursery for such occasions.
- The child's key person and parent/carer will talk about toilet training strategies as the child develops and it becomes appropriate.
- Toilets at Caterpillars Childcare are child-sized and are ideal for children to progress to when ready. It is not recommended that children bring their own potty in to Caterpillars Childcare, although this can be arranged if necessary (for a few sessions only).

Supplies

- Parent/carers provide all nappies and any child specific or prescribed nappy cream or preparations.

Medical/Developmental conditions

- It is fully understood that some children may not be able to manage without nappies because of medical/developmental conditions. Such conditions can be managed by the Nursery, although in some instances specialist support or training may be required (e.g. stoma care).

Staff

Caterpillars Childcare aims to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured.

At times children need to be cuddled, encouraged, held and offered physical reassurance. Intimate care routines are essential throughout the day to ensure children's basic needs are met. This may include nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support.

We wish to ensure the safety and welfare of the children involved in intimate care routines and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently.

Caterpillars Childcare will:

- promote consistent and caring relationships throughout the Nursery.
- ensure all staff undertaking intimate care routines have suitable Enhanced DBS checks.
- train all staff in the appropriate methods for intimate care routines and access specialist training where required, i.e. first aid training, specialist medical support.

Caterpillars Childcare

- conduct thorough inductions for all new staff to ensure they are fully aware of all Nursery procedures relating to intimate care routines.
- follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training.
- work closely with parent/carer on all aspects of the child's care and education.
- ensure all staff have an up-to-date understanding of safeguarding and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns in the most appropriate and speedy manner.
- operate a whistleblowing policy as a means for staff to raise concerns relating to their peers. We will support this by ensuring staff feel confident to discuss matters as they arise in order to safeguard the children in the Nursery.
- regularly conduct working practice observations on all aspects of Nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines.
- ensure staff are trained in behaviour management techniques as applicable.
- conduct regular risk assessments on all aspects of the Nursery operation and this area is no exception. The Nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved

Policy updated January 2020

25. NON-COLLECTION OF CHILDREN

Statement of Intent

If a child is not collected by an authorised adult at the end of a nursery session Caterpillars Childcare puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parent/carer of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

Parent/carer of children starting at the Nursery are asked to provide specific information which is recorded on our registration form, including:

- Home address and telephone number – if the parent/carer do not have a telephone, an alternative number must be given, perhaps a neighbour's;
- Place of work, address and telephone number (if applicable);
- Mobile telephone number (if applicable);
- Names, address, telephone numbers of adults who are authorised by the parent/carer to collect their child from Nursery, for example a childminder or grandparent; and
- Information about any person who does not have legal access to the child.

On occasions when parent/carer know they will not be at home or in their usual place of work, they record how they can be contacted in our register.

On occasions when parent/carer or the persons normally authorised to collect the child are not able to, they record the name address and telephone number of the person who will be collecting their child in our register. We agree with parent/carer how the identification of the person who is to collect their child will be verified and use the password procedure if necessary.

Parent/carer are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up action. We provide parent/carer with our contact telephone number so they may do so. We also inform parent/carer that if their children are not collected from Nursery by an authorised adult and the staff can no longer supervise the child in the Nursery premises we will apply our child protection procedures as set out in our child protection policy.

Caterpillar Childcare will not release any children into the care of anyone under the age of 16.

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

- If you are unable to collect your child at the end of the session a phone call to the Nursery is required.
- If no contact is made, the child will be kept on the premises with two staff members.
- Every effort will be made to contact the parent.
- If no contact is made after thirty minutes the Children's Single Point of Access will be contacted in accordance with Ofsted requirements for advice.
- A fee may be incurred for any late collection, calculated at 10 minute intervals.
- A full written report of the incident is recorded.

26. OUTINGS PROCEDURE

Statement of Intent

To ensure that safety is our highest priority when outings are both planned and taking place.

Points to consider

Prior to any outing, a member of the management team will undertake a risk assessment of each aspect of the outing including:

- journey,
- parking arrangements,
- access to venue,
- security of venue,
- identification of potential risk of harm; equipment, animals, other visitors,
- toileting and hygiene
- additional equipment and resources to keep the children safe.

Caterpillar Childcare will communicate the following to parent/carer when seeking permission to attend:

- reason and learning opportunities of the outing
- date, time, schedule and duration
- where and means transportation
- who is attending
- what parent/carer needs to provide
- emergency contact details specific for that day
- how parent/carer can reach Caterpillar Childcare staff whilst on the outing

Children will be taken on outings in the local area on a regular basis. You will be informed about all trips before they take place. From time to time we will plan trips to places of interest for older children. All admission fees will be payable in advance by parent/carer.

We will diligently supervise the children whilst on an outing by;

- having an increased adult:child ratio,
- having completed an up to date risk assessment
- undertaking frequent headcounts,
- maintaining a register and contact details for each child,
- carrying a fully first aid kit relevant to the activity.

In the unlikely event that a child goes missing, please refer to the Missing Child Policy

Policy updated January 2020

27. PARENTAL INVOLVEMENT

Statement of Intent

We believe that children benefit most when parent/carer and the Nursery work together in partnership.

Our aim is to support parent/carer as their children's first and most important educators by involving them in their children's education and in the full life of the Nursery.

Procedures

- We aim to include all parent/carer - that may mean we have different strategies for involving parent/carer who work or live apart from their children.
- We consult with all parent/carers to find out how they can be included.
- We ensure ongoing dialogue with parent/carers to improve our knowledge of the needs of their children and to support their families.
- We inform all parent/carers about how the Nursery is run and its policies through access to written information and through regular informal communication.
- We inform all parent/carers on a regular basis about their children's progress.
- We involve parent/carers in the shared record keeping about their children - either formally or informally - and encourage them to contribute to their children's written developmental records.
- We provide opportunities for parent/carers to contribute their own skills, knowledge and interests to the activities of the Nursery.
- We provide information about opportunities to be involved in the Nursery in ways that are accessible to them.
- We welcome the contributions of parent/carers, in whatever form these may take.
- We inform all parent/carers of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parent/carers have access to our written complaints procedure.

Policy updated January 2020

28. PAYMENT OF FEES POLICY

When a place is offered to a child, it is offered with the expectation that the child will stay until school age. Please make clear at time of initial registration if you intend your child to only stay for one year and leave a year before your child reaches school age.

Fees

- All on-going fees are payable in advance by cash, bank transfer or childcare vouchers on the first day of every month to which they relate. Responsibility for paying fees resides with the parent/carer or legal guardians of the child.
- Fees are calculated weekly and payable on a monthly basis. It is expected that invoices for fees will be settled before the end of the current term.
- A daily rate is charged for additional services for children from the term after their third birthday.
- The Nursery is open 51 weeks a year.
- The Nursery has already adjusted the fees to take into account bank holidays closures.
- Parent/carer/carers will be advised of closures and re-openings by telephone, email, 'Family App', message left on parent/carer's answer phone or by notice on the front door.
- In the event that Caterpillars Childcare closes for more than 2 days in any week the parent/carer will be refunded accordingly.
- Fees are normally reviewed annually. Any changes to the fee rates will be notified to you at least 8 weeks in advance.
- Extra sessions are payable in arrears by cash, bank transfer or childcare vouchers. In certain circumstances extras may need to be paid for on the day by cash. We will advise you at the time of booking if this is the case.
- We are unable to refund fees for sessions not taken due to illness, absence, holiday or where the Nursery is forced to close due to circumstances beyond our control.
- There is a minimum booking commitment for children from birth to 5 years of two sessions. Additional days can be accepted as a chargeable extra and subject to availability.
- Our fees apply to normal opening hours of 8 a.m. to 6.00 p.m. for a full day. Fees are calculated to reflect your child's anticipated attendance. We do not provide discounts for holidays or extended periods of absence.
- Because of the staffing and resource requirements as laid down by Ofsted, children who are collected after the agreed time will incur a late collection charge
- Parent/carers can apply for 'Funded early education for two year olds' (FEET) the term the child turns two but you won't receive the funded hours until the following term. Please check [surrey.gov.uk/feet](https://www.surrey.gov.uk/feet) for more information.
- Once your child begins the full term after their third birthday, they will be eligible for funded childcare. This qualifies your child for up to 15 funded hours a week at Nursery. We also offer places under the Governments extended 30 hours scheme. If you are not eligible for a 30 hour place you can extend your universal 15 hours and pay an hourly rate for additional hours. Please check www.childcarechoices.gov.uk to see whether you are eligible for 30 hours and to find out about tax-free childcare. If you are claiming 30 hours funding it is important that you check your eligibility every three months.
- For further information please look at this government website <https://www.gov.uk/childcare-calculator>
- Rates are decided by Surrey County Council each year and are notified to Caterpillars Childcare each summer. The rate has been static, or has risen by slightly, over the years. The rate does not reflect the operational costs of our Nursery.

Caterpillars Childcare

- Funding is applied for by Caterpillars Childcare, on your behalf, and your child's birth certificate, or official document showing your child's date of birth, is required to be seen.
- Funding is applied for each term and makes a significant contribution towards the total Nursery fees payable. It can be split between two providers (e.g. another Nursery, childminder) and you will be asked to complete appropriate documentation.
- Please ask the Manager for further details.

Policy updated January 2020

29. PROVIDER RECORDS AND GDPR RESPONSIBILITIES

Statement of Intent

The General Data Protection Regulation (GDPR) came into force on May 25th 2018. The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified. As a responsible business, we are registered with the Information Commissioner's Office (ICO); the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. Caterpillars Childcare needs to comply with GDPR because we collect, share, store and delete personal data for parent/carer, children and staff.

Under the guiding principles of GDPR there are three reasons for keeping individual's data:

- Contractual --Terms and conditions/registration form
- Legal - Early Years Foundation Stage (EYFS) Statutory Safeguarding and Welfare Requirements
- Legitimate business reason - Caterpillars Childcare policy and procedures

Under GDPR Caterpillars Childcare must:

- process data lawfully, fairly and in a transparent manner in relation to individuals.
- only collect data for specified, explicit and legitimate purposes.
- collect, share and store data that is relevant and limited to what is necessary in relation to management of the Nursery.
- make sure data is accurate and, where necessary, kept up to date.
- store data for no longer than is necessary and for the purposes for which it was intended.
- process and maintain personal data diligently and securely by means of key access or password controls.
- instruct the team to manage all parent/carer and children's data with maximum care and attention, following our Confidentiality Policy.
- report all data breaches to the ICO within 72 hours.
- produce a concise and easily accessible Privacy Notice for parent/carer and staff which confirms how personal data will be collected, stored and shared.
- use encrypted emails when communicating with external professionals and agencies.
- comply with statutory retention periods for all data.
- securely destroy data once retention periods have passed.

Under GDPR parent/carer and staff at Caterpillars Childcare have the right to:

- access their data.
- have their data rectified/updated upon request.
- have their data removed
- restrict any processing of their data.
- move their data.
- object to their data being used.

Procedures

- All records are the responsibility of the Nursery Manager who ensure they are kept securely.
- All records are kept in an orderly way in files and filing is kept up-to-date.
- Financial records are kept up-to-date for audit purposes.

Caterpillars Childcare

- Health and safety records are maintained; 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.

Legal framework

- General Data Protection Regulation 2018
- Human Rights Act 1998

Policy updated January 2020

30. RECORDING & REPORTING OF ACCIDENTS AND DANGEROUS OCCURENCES (RIDDOR)

Statement of Intent

We follow the guidelines of the Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR) for the reporting of accidents and incidents. Child protection matters or behavioural incidents between children are NOT regarded as incidents and there are separate procedures for this.

Procedures

Our accident folder:

- is kept safely and accessibly;
- is accessible to all staff and volunteers, who know how to complete it; and
- is reviewed at least half termly to identify any potential or actual hazards.

Ofsted is notified of any injury requiring treatment by a general practitioner or hospital doctor, or the death of a child or adult.

When there is any injury requiring an ambulance to take a child, parent/carer, employee, volunteer or visitor to hospital or where there is a death of a child or adult on the premises, we make a report to the Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.

Dealing with incidents

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

- Any accident to a member of staff requiring hospitalisation; and
- Any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.
- Any dangerous occurrence is recorded in our incident book.

Incident Records

Serious incidents also need recording and are reportable to the Health and Safety Executive.

These incidents include:

- break in, burglary, theft of personal or the setting's property;
- an intruder gaining unauthorised access to the premises;
- fire, flood, gas leak or electrical failure;
- attack on member of staff or parent on the premises or nearby;
- any racist incident involving staff or family on the Nursery's premises;
- death of a child, and
- a terrorist attack, or threat of one.

In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it - or if it was reported to the police, and if so a crime number. Any follow up, or insurance claim made, should also be recorded.

In the unlikely event of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Fire Safety Policy will be followed. Staff will take charge of their key children. The incident is recorded when the threat is averted.

In the unlikely event of a child dying on the premises, the emergency services are called, and the advice of these services are followed.

Caterpillars Childcare

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

Legal framework

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

Further guidance

Ofsted www.ofsted.gov.uk

0300 123 1231

Piccadilly Gate, Store Street, Manchester, M1 2WD

RIDDOR www.hse.gov.uk/riddor

0845 300 99 23

Incident Contact Centre, Caerphilly Business Park, Caerphilly CF83 3GG

Policy updated January 2020

31. RISK ASSESSMENT

Statement of Intent

Caterpillars Childcare believes that the health and safety of children is paramount. We make our setting a safe and healthy place for children, parent/carer/carers, staff and volunteers by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment.

The basis of this policy is undertaking risk assessments. Assessments of risk can be discussed before an activity or outing, risk assessments do not have to be written. The risk assessment process follows five steps as follows:

- Identification of risk: Where is it and what is it?
- Who is at risk: Childcare staff, children, parent/carer, visitors etc?
- Assessment as to the level of risk as high, medium, low. This is both the risk of the likelihood of it happening, as well as the possible impact if it did.
- Control measures to reduce/eliminate risk: What will you need to do, or ensure others will do, in order to reduce that risk?
- Monitoring and review: How do you know if what you have said is working, or is thorough enough? If it is not working, it will need to be amended, or maybe there is a better solution.

Procedures

- Our risk assessment process covers adults and children and includes:
 - checking for and recording hazards and risks, indoors and outside, across our premises, resources, equipment and activities;
 - assessing the level of risk and who might be affected;
 - deciding which areas need attention; and
 - developing an action plan that specifies the action required, the time-scales for action, the person responsible for the action and any funding required.
- A range of risk assessments are written and reviewed regularly. Risk assessments can also be verbal and can be assessed as needed, and are decided upon using professional judgement.
- We maintain lists of health and safety issues, which are checked daily before the session begins, and during session times, as well as those that are checked on a weekly and termly basis.

Risk-Benefit Analysis

- Risk-benefit analysis is the comparison of the risk of a situation to its related benefits.
- If a situation involves more than minimal risk of harm to children, staff must be sure that the amount of benefit clearly outweighs the amount of risk. Caterpillars Childcare Nursery offers play opportunities that offer risk and challenge but we use our professional judgement to know when to intervene in children's play without disrupting the play cycle.
- When carrying out the risk-benefit analysis, there must be no potential damage to adults, others or property and staff must communicate so both the acceptable and unacceptable risks are identified, and that all staff are consistent in their approach.
- The factors to determine whether or not the level of risk is acceptable are:
 - the likelihood of coming to harm
 - the severity of harm
 - the benefits, rewards or outcomes of the activity.

Further guidance

Management of Health and Safety at Work Regulations 1992

Management of Health and Safety at Work Regulations 1999 – requires employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for appropriate information and training.

Health and Safety Executive (HSE) www.hse.gov.uk

Royal Society for the Prevention of Accidents (ROSPA) www.rospa.co.uk

Five Steps to Risk Assessment (HSE 2006) www.hse.gov.uk/pubns/indg163.pdf

Manual Handling Operations Regulations 1992 – covers the moving of objects by hand or bodily force.

Health and Safety (First Aid) Regulations 1981 – covers requirements for first aid.

Employers' Liability (Compulsory Insurance) Regulations 1969 – requires employers to take out insurance against accidents and ill-health to their employees.

Control of Substances Hazardous to Health Regulations 2002 – requires employers to assess the risks of hazardous substances and take appropriate precautions.

Policy updated January 2020

32. SAFEGUARDING CHILDREN POLICY (Child Protection)

Statement of Intent

Caterpillars Childcare wants to work with children, parent/carer and the community to ensure the safety of children and to give them the very best start in life. All staff follow the Safeguarding Children Policy

Aims

Our aims are to:

- create an environment which encourages children to develop a positive self-image, regardless of race, language, religion, culture or home background;
- help children to establish and sustain satisfying relationships within their families, with peers and with other adults;
- encourage children to develop a sense of autonomy and independence;
- enable children to have the self-confidence and the vocabulary to resist inappropriate approaches; and
- work with parent/carer to build their understanding of, and commitment to, the welfare of all our children.

In the Department for Education document Working Together to Safeguard Children (April 2018), safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

Caterpillars Childcare works to provide an environment in which children are safe from abuse and in which there is a prompt and appropriate response to any suspicion of abuse. In order to achieve this, we will:

Recruit Suitable Staff

All staff working at Caterpillars Childcare in a paid or voluntary capacity will have been recruited using the following procedure:

- Applicants for posts within Caterpillars Childcare are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- All applicants for work within Caterpillars Childcare, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide two references. All references will be followed up. In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.
- Ofsted requirements in respect of references and DBS checks for staff and volunteers are followed to ensure that no disqualified person or unsuitable person works at Caterpillars Childcare or has access to the children.
- All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless Caterpillars Childcare is confident that the applicant can be safely entrusted with children. It is a requirement in EYFS (3:11) that members of staff are required to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment at the setting).
- Volunteers do not work unsupervised.
- Staffing levels are appropriate to ensure the safety of the children:
- 0-2 years – 1 adult for every 3 children, 2 - 3 years - 1 adult for every 4 children, 3 – 4 years - 1 adult for every 8 children.

Caterpillars Childcare

- Safeguarding training provided by Surrey Safeguarding Children's Board and is accessed regularly for all adults to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect. Staff will refresh this training every three years with the 'Working Together to Safeguard Children' update training.
- We ensure that, as part of their induction training, all members of staff are aware of the procedures for reporting and recording their concerns about safeguarding.
- The Designated Safeguarding Lead (DSL) for Caterpillars Childcare is Laura Durrant, with The Manager acting as deputy. Both have attended Surrey Safeguarding Children Board's Foundation Modules 1 and 2. This training is updated every two years as DSL refresher sessions.
- A copy of 'What to do if you are worried a child is being abused' - Summary 2015 is kept on the premises to be referred to in the event of suspected abuse.
- Caterpillars Childcare has access to Surrey Safeguarding Children Board's procedure online at www.surreycc.gov.uk/safeguarding. The site is checked by the DSL for updates and amendments at the beginning of each term.

Follow good practice guidelines

- The layout of the playrooms and the positioning of staff at Caterpillars Childcare allows for constant supervision.
- No child is left alone with staff or students in a one to one situation without being visible to others.
- Security measures are in place to ensure control over who comes into Caterpillars Childcare so that no unauthorised person has unsupervised access to the children.
- Details of all visitors to Caterpillars Childcare are recorded.
- Children are 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 develop understanding of why and how to keep safe and to have the self-confidence and vocabulary to resist inappropriate approaches.
- Caterpillars Childcare staff work to create a culture of value and respect for the individual, having positive regard for children's heritage arising from their heritage, ethnicity, languages spoken at home, cultural and social background. This is carried out in a way that is developmentally appropriate for the children.
- Information taken from families before admission (name, date of birth, address, contact details) is updated on entry, and then updated annually, or more frequently as required. The Nursery Manager is responsible for updating and storing this information.

Respond appropriately to suspicions of abuse

Caterpillars Childcare will respond promptly and appropriately to all incidents or concerns of abuse that may occur and will work with statutory agencies in accordance with the procedures that are set down in 'What to do if you are worried a child is being abused' - Summary 2015.

The abuse of children can take different forms - physical, emotional, and sexual abuse and exploitation as well as neglect. When children are suffering from abuse, or experiencing neglect, this may become apparent through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.

Possible signs of abuse may include:

- significant changes in children's behaviour;
- deterioration in general well-being;
- unexplained bruising, marks or signs of possible abuse or neglect;
- children's comments which give cause for concern;

Caterpillars Childcare

- any reasons to suspect neglect or abuse outside the setting, or
- inappropriate behaviour displayed by other members of staff, or any other person working with the children. For example, inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

Where such evidence is observed in a child's behaviour, a specific and confidential record will be set up, quite separate from the usual on-going records of children's progress and development. (Such record keeping may also be prompted by a pattern being detected in entries to the incident book, such as a child regularly arriving at Caterpillars Childcare with specific injuries.)

The record will include:

- the address and age of the child;
- the date and time of the observation or the disclosure
- an objective record of the observation or disclosure;
- where possible the exact words spoken by the child;
- the names of any other person present at the time;
- the name and signature of the recorder
- should any marks be found on the child, a body map will be used in the presence of a witness

These records will be kept in a separate file, which is stored in a secure place, and will not be accessible to anyone other than the DSL, DDSL and relevant key person or others as deemed appropriate by the DSL.

Disclosures

Should a child make a disclosure to a member of staff, that member of staff should reassure the child and let them know they are not to blame. It is important not to promise the child confidentiality as this will not be possible in the event of further investigations.

The role of staff is to listen to and support the child, but not to put words in their mouth.

Staff should take care not to influence the outcome either through the way they speak to the child or by asking questions of the child.

Disclosure information should be recorded as above.

Children arriving with injuries

- Parent/carer of children arriving at Nursery with noticeable injuries are asked the reasons for the injury.
- Staff are made aware of injuries and
- A record of where marks appear, and details about size etc are made using a named body map.
- Parent/carer are asked to sign this record

Informing parent / carers

- If a suspicion of abuse is recorded, parent/carer/s are informed. However, if sharing information is likely to put the child at risk of significant harm, we will seek advice from the Surrey MASH team.
- If it is felt that the child will be at risk of significant harm if allowed to go home with a parent / carer, we will seek advice from the MASH team. If necessary, the police will be contacted to stop the child from leaving Caterpillars Childcare.

Making Referrals

- Referrals are made to the Children's Single Point of Access team on 0300 470 9100.

- Confirm referrals in writing within 48 hours, using the Multi-Agency Referral Form including a body map where appropriate. Download latest version of the form from www.surreycc.gov.uk/safeguarding and click on 'guidance for professionals'.

Allegations against Staff, Students, or Volunteers

- In the event that an allegation of child abuse is made against a member of Caterpillars Childcare staff, the individual against whom the allegation is made will be formally informed of the allegation by the Nursery Manager and immediately suspended on full pay while an investigation is carried out.
- The incident will be reported to the LADO (Local Authority Designated Officer) on 0300 123 1650 within 24 hours, even if the member of staff resigns. The LADO will advise of the next steps to take, how to manage talking about the concerns with the adult who may have harmed the child, how to inform the child's parent/carer/carers, how the employer safeguards children throughout any investigation and what they expect of you and other agencies involved.
- A risk assessment will be carried out into how the incident occurred.
- Ofsted will be informed of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Ofsted will be notified of any action taken in respect of the allegation. It is good practice to ring Ofsted within 24 hours of the allegation being made (0300 1234 666) and to follow this up in writing no later than 14 days. It is an offence to fail to comply with this requirement.
- It is the responsibility of the Nursery Manager to gather information where an allegation has been made against a member of staff, not the DSL.
- All staff members may then be required to sign a confidentiality form, requesting that the matter is not to be discussed outside of Caterpillars Childcare or amongst themselves at work, as they may be asked to give a statement which could later be used as evidence in Court. This is in order to protect all parties from rumour and false allegations, unintentional or otherwise.
- Any written records relating to such an incident should be kept in a secure location.
- If Caterpillars Childcare dismisses or removes a member of staff or volunteer from working with children because they have harmed or may have harmed a child, the Nursery Manager has a legal duty to inform the DBS.
- If the member of staff resigns during an investigation or before they are dismissed, the DBS must still be informed.
- Telling the DBS does not mean the person will be automatically barred from working with children.

Allegations against the Nursery Manager

- In the event that an allegation of child abuse is made against the Nursery Manager, the individual against whom the allegation is made will be formally informed of the allegation by the DDSL and immediately suspended on full pay while an investigation is carried out.
- A risk assessment must be carried out into how the incident occurred.
- The LADO will be notified within 24 hours, even if the Nursery Manager resigns. Notify Ofsted, within 24 hours, 0300 123 1650, and in writing within 14 days.
- All staff members may then be required to sign a confidentiality form, requesting that the matter is not to be discussed outside of Caterpillars Childcare or amongst themselves at work, as they may be asked to give a statement which could later be used as evidence in Court. This is in order to protect all parties from rumour and false allegations, unintentional or otherwise.
- Any written records relating to such an incident should be kept in a secure location.
- If Caterpillars Childcare dismisses or removes a member of staff or volunteer from working with children because they have harmed or may have harmed a child, the Nursery Manager has a legal duty to inform the DBS. If the member of staff resigns during an investigation or before they are dismissed, the DBS

must still be informed. Telling the DBS does not mean the person will be automatically barred from working with children. Disclosure and Barring Service Tel: 0870 90 80 81 www.gov.uk/dbs
customerservices@dbs.gsi.gov.uk

Supporting families

Caterpillars Childcare will take every step to build up trusting and supportive relationships between families and staff and volunteers in the Nursery, ensuring that the care and safety of the child remains paramount.

Where abuse at home is suspected, Caterpillars Childcare will continue to support the child and family while investigations proceed.

Liaising with other agencies

Caterpillars Childcare will maintain contact with the Surrey C-SPA team who will be the official first point of contact when needed.

Safeguarding Priorities

Prevent

- In relation to radicalisation and extremism, we follow the 'Prevent Duty guidance for England and Wales' published by the Home Office and SSCB procedures on responding to radicalisation.
- All staff complete online Prevent training to ensure they are familiar with the protocol and procedures for responding to concerns about radicalisation.
- We will support children within our setting to avoid radicalisation and extremism by promoting British Values in everything that we do.
- If we believe a child is at risk of radicalisation or extremism we will take the necessary action immediately following SSCB procedures.

Female Genital Mutilation (FGM)

- All staff are aware that FGM is illegal in the UK and the mandatory duty to report cases to the police. We follow procedures set down by SSCB and guidance within the SSCB procedures manual.
- All staff complete Home Office 'Recognising and Preventing FGM' E-learning training.
- While FGM may be less likely to affect young children in our care, we may become aware of any of these factors affecting older siblings and young people who we may come into contact with.
- Where staff suspect a child or young person may be at risk of FGM they will in the first instance discuss their concerns with the DSL/DDSL.
- The DSL/DDSL will follow the procedures set down by SSCB.

Child Sexual Exploitation

- Child sexual exploitation is a form of child abuse which involves children and young people (male and female, of a range of ethnic origins and ages, in some cases as young as 10) receiving something in exchange for sexual activity.
- Perpetrators of child sexual exploitation are found in all parts of the country and are not restricted to particular ethnic groups. All staff complete 'Awareness of Child Exploitation' Level 1 training and as such are aware of the key indicators of children being sexually exploited.
- Staff understand that many children and young children who are victims of sexual exploitation do not recognise themselves as such.
- Where staff suspect a child or young person is at risk of sexual exploitation they will discuss their concerns in the first instance with the DSL/DDSL.
- The DSL/DDSL will follow procedures set down by SSCB and contact Surrey C-SPA team. Where there is a risk to the life of a child or a likelihood of serious immediate harm we will contact the Police.

Forced Marriage and Honour Based Violence

- Staff are aware that some children and young people are affected by gang activity, by complex, multiple or organised abuse, through forced marriage or honour-based violence or may be victims of child trafficking.
- While this may be less likely to affect young children in our care, we may become aware of any of these factors affecting older children and young people who we may come into contact with.
- Where staff suspect a child or young person has been affected or at risk of forced marriage or honour-based violence they will in the first instance discuss their concerns with the DSL/DDSL.
- The DSL/DDSL will follow procedures set down by SSCB. Where there is a risk to the life of a child or a likelihood of serious immediate harm we will contact the Police.

Useful contact details are listed below:

Surrey Children’s Single Point of Access (C-SPA) Confirm referral in writing within 48 hours	Local Area Contact Team 0300 470 9100 (Mon-Fri 9-5) 01483 517898 (Out of Hours)
Allegations Against Staff LADO (phone within 24 hours)	0300 123 1650
OFSTED (good practice to phone within 24 hours and compulsory to submit written report within 14 days)	0300 1234 666
OFSTED Whistleblowing Hotline OFSTED (General) Helpline	0300 123 3155 0300 123 1231
Whistleblowing disclosures can also be submitted to OFSTED by email on whistleblowing@ofsted.gov.uk or by post to WBHL, OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD	
Police (non-urgent) Police (emergency)	101 999
NSPCC Helpline www.nspcc.org.uk	0808 800 5000
Stop It Now (child sexual abuse awareness, prevention and advice organisation) www.stopitnow.org.uk	0808 1000 900

Whistleblowing

- Whistleblowing is an important aspect of safeguarding where staff, volunteers and students are encouraged to share genuine concerns about a colleague’s behaviour. The behaviour may not be child abuse but they may not be following the code of conduct or could be pushing the boundaries beyond normal limits.

- Whistleblowing is very different from a complaint or a grievance. The term whistleblowing generally applies when an individual witnesses misconduct that they have seen which threatens other people or children.
- The Public Interest Disclosure Act 1998, known as the Whistleblowing Act, is intended to promote internal and regulatory disclosures and encourage workplace accountability and self-regulation. The Act protects the public interest by providing a remedy for individuals who suffer workplace reprisal for raising a genuine concern, whether it is a concern about child safeguarding and welfare systems, financial malpractice, danger, illegality, or other wrongdoing.
- The statutory guidance from the DfE Working Together to Safeguard Children 2018, makes it clear that all settings provide services for, or work with children must have appropriate whistleblowing procedures. They must also have a culture that enables concerns about safeguarding and promoting the welfare of children are addressed. The concern may relate to something that is happening now, has happened in the past or could happen in the future.
- All staff, volunteers and students of Caterpillars Childcare are aware that any concerns they may have can be shared with the Nursery Manager as appropriate. The welfare and safety of the children is paramount.
- Staff, volunteers and students who are unsure whether or not to raise a concern can contact an independent body for advice such as Public Concern at Work. Public Concern at Work is a whistleblowing charity. T: 0207404 6609. E: helpline@pcaw.co.uk

Early Help Assessment (EHA) may be used to help identify needs. It is a holistic approach used by practitioners to assess children's additional needs within their families and wider community and decide how these should be met.

The EHA is designed to be used when;

- a practitioner is worried about how well a child or young person is progressing (e.g. concerns about their health, development, welfare, behaviour, progress in learning or any other aspect of their wellbeing)
- a child or their parent/carer, raises a concern with a practitioner
- a child's needs are unclear, or broader than the practitioner's service can address.
- The process is entirely voluntary and informed consent is mandatory, so families do not have to engage and if they do they can choose what information they want to share. Children and families should not feel stigmatised by the EHA, indeed they can ask for an EHA to be initiated.
- The EHA process is not a 'referral' process but a 'request for services'.
- The EHA should be offered to children who have additional needs to those being met by universal services. Unless a child is presenting a need, it is unlikely the EHA will be offered. The practitioner assesses needs using the EHA.

The links to legislation are:

- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Children Act 1989, 2004, 2006
- Convention on the Rights of the Child, UNICEF 1989
- Sex Discrimination Acts 1975 and 1986
- Sex Discrimination Act (Gender Reassignment) Regulations 1999
- Human Rights Act 2000
- Equality Act 2010
- Freedom of Information Act 2000

Caterpillars Childcare

- General Data Protection Regulation 2018
- Working Together to Safeguard Children 2018
- Statutory framework for the Early Years Foundation Stage 2017
- Safeguarding Vulnerable Groups Act 2006
- HM Government Revised Prevent Duty Guidance for England and Wales 2018

The use of mobile phones, cameras, videos, internet, and social networking sites are covered in detail in Mobile Phone and Images of Children policies.

Policy updated January 2020

33. SELECTING EQUIPMENT & TOYS

Statement of Intent

The toys and equipment in Caterpillars Childcare provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and exploration. The equipment we provide:

- is appropriate for the ages and stages of the children
- offers challenges to developing physical, social, personal and intellectual skills
- features positive images of people, both male and female, from a range of ethnic and cultural groups with and without disabilities
- includes a range of raw materials which can be used in a variety of ways and encourages an open-ended approach to creativity and problem-solving
- will enable children, with adult support, to develop individual potential and move towards required learning goals
- conforms to all relevant safety regulations and is sound and well made.

Policy updated January 2020

34. SETTLING IN

Statement of Intent

We want children to feel safe and happy in the absence of their parent/carer, to recognise other adults as a source of help, friendship and authority and to be able to share with their parent/carer afterwards the new learning experiences enjoyed in Caterpillars Childcare. We offer three settling in sessions two weeks before the child's start date as follows:

- Session 1 - one hour, parent stays
- Session 2 - one and half hours, parent's choice to stay
- Session 3 - two hours over lunch, no parent/carer.

In the unlikely event that your child does not settle at Nursery, and we feel we have acted with all due care to settle your child; the Nursery reserves the right to terminate the booking giving 2 weeks notice.

In order to accomplish this, we will:

- help the parent and child to develop a close relationship with all staff at the Nursery. We have an open-door approach and take time to get to know the family and child and to share information.
- encourage parent/carer to visit Caterpillars Childcare with their children during the weeks before an admission is planned; as above
- make clear to families from the outset that they will be supported in the Nursery for as long as it takes to settle their child there.
- recognise that all children are different and each child's settling in process will be individual to that child.
- reassure parent/carer whose children seem to be taking a long time settling into the Nursery.
- introduce new families into the group on a staggered basis.
- encourage parent/carer, where appropriate, to separate from their children for part sessions at first, gradually building up to whole sessions.
- timings of the initial sessions are flexible to help support the child, often arrival times are arranged at less busy times, and pick up times can be earlier. Both these options usually help a child begin to settle.
- sessions that are taken with the parent accompanying the child are not charged. This helps promote an unhurried, less stressful time where the child's wellbeing is the focus.

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

Policy updated January 2020

35. SMOKING, DRUGS AND ALCOHOL POLICY

Statement of Intent

We want children to be in a safe, and healthy environment. Alcohol and drugs have an adverse effect on the body and effect judgement and increase the risk of accidents and injury to both adults and children. The nursery building, including the garden is a No Smoking Area.

In order to accomplish this, we will:

- Ensure that no member of staff will consume alcohol or misuse drugs before or during the day while working at Caterpillars Childcare.
- Should a member of staff be suspected of drinking alcohol or misusing drugs during the day the Nursery Manager will caution the staff member. The Nursery Manager will not allow any member of staff who is, or is suspected of being, under the influence of alcohol or drugs to have contact with the children.
- The Nursery Manager will assist in seeking professional help for any member of staff with an alcohol or drugs misuse problem, however, as the safety of the children is paramount, abuse of alcohol or drugs could lead to dismissal.
- Any member of staff who is using prescribed medicine must check that it will not affect their performance at work. If there is an increased risk of safety the member of staff should inform the Nursery Manager and suitable arrangements can be made to protect all concerned.
- Should the nursery suspect a parent/carer to be under the influence of drugs or alcohol and unable to care for the safety of their child then the Nursery Manager would contact the police if appropriate or make arrangements with known relatives of the child.
- Smoking is not allowed in any part of the building and the surrounding areas including the garden and immediately outside the Nursery premises

Policy updated January 2020

36. STAFFING & EMPLOYMENT

Statement of Intent

A high adult:child ratio is essential in providing good quality pre-school care.

At Caterpillars Childcare:

- We have at least one member of staff for every 4 children under 3 years, and at least one member of staff for every 8 children over 3 years.
- Our key person system ensures each child's learning journey are kept updated.
- Regular staff meetings provide opportunities for staff to undertake curriculum planning and to discuss the children's progress and any difficulties.
- The Nursery Manager undertakes half termly one to one meetings with each member of staff to drive professional practice, explore safeguarding concerns, identify training needs and discuss next steps for each key child.
- We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with and without disabilities, from all religious, social, ethnic and cultural groups.
- At least half of our staff hold a full and relevant early years level 3 qualification.
- Caterpillars Childcare's budget includes an allocation towards training costs.
- We support our staff by means of regular appraisals which are undertaken annually.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation. Enhanced DBS disclosures are obtained for all staff.

Policy updated January 2020

37. STUDENT PLACEMENT

Statement of Intent

We recognise that the quality and variety of work undertaken in Caterpillars Childcare makes it an ideal place for students from schools and colleges on childcare and Foundation Degree courses. Students are welcomed into the nursery with the following conditions:

- Students will not be admitted in numbers which hinder the essential work of the Nursery;
- Students must be confirmed by their tutor as being engaged on a legitimate childcare course which provides the necessary background understanding of children's development and activities;
- Students who are required to conduct child studies will obtain written permission from the parent/carer of the child to be studied;
- Any information gained by the student about the children, families or other adults in the nursery must remain confidential;
- The nursery will train the student with an induction, information relating to safeguarding, health and safety, fire evacuation and risk assessments.
- All necessary written documentation needed by the college is completed as required.
- Students will always work under the supervision of other staff and will not have unrestricted access to the children.

Policy updated January 2020

38. WORKING IN PARTNERSHIP WITH OTHER AGENCIES

Statement of Intent

We work in partnership with local agencies to promote the well-being of all children.

Procedures

- Procedures are in place for sharing of information about children and families with other agencies.
- Information shared by other agencies with us is regarded as third-party information. This is kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from other agencies, we make those individuals are welcome in the setting and their professional roles are respected.
- We follow the protocols for working with agencies, for example on child protection.
- Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other child(ren) during their visit.
- Our staff do not share information or seek informal advice about any named child/family.
- When necessary we consult with local agencies who offer advice and information that help us develop an understanding of issues we face and provide additional support and information for parent/carer.

Useful resources and websites

- General Data Protection Regulation 2018 and Freedom of Information Act. Available to download from www.opsi.gov.uk
- Information Sharing: Guidance for practitioners and managers ref DCSF-00807-2008 is available to download from Department for Education www.education.gov.uk

Policy updated January 2020