

Triangle Day Nursery

policies



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Accident and Incident Policy

Aim: The purpose of this policy is to ensure that when an accident occurs in Triangle Day nursery, appropriate action is taken, and accurate information is recorded and communicated.

The nursery must have at least one person with a current paediatric first aid certificate on the premises when there are children present and on any outings with the children. First aid boxes are in the children's bathrooms, kitchen and office areas. These must be regularly checked and replenished as necessary.

In the event of a child having an accident staff must take the appropriate action, administering first aid where necessary. The qualified person should be informed and if necessary they will take over and carry out the procedure. Protective clothing must be worn when dealing with bodily fluids and soiled dressings disposed of appropriately.

All accidents should be recorded with the following information.

- Date, time and nature of the accident
- Name and date of birth of child involved.
- Type and location of injury
- Details of action taken at the time and any action taken later and by who
- The circumstances of the accident, names of any adults and children involved and any witnesses to the accident.
- Signature of the staff member who dealt with the incident, any witnesses, and a countersignature by the parent when the child is collected.

All accidents should be recorded in full, with as much detail as possible. Details of any existing injuries that a child arrives with should also be recorded in detail. Depending on the nature of the injury parents may be informed before the child is collected and possibly arrangements made for the child to go home.

If it is necessary to call an ambulance and the parent is not present, a member of staff will accompany the child to hospital. Taking with them the child's personal records, with the name of their doctor, medication they might be taking and details of any allergies. In these circumstances the parent will also be contacted, and arrangements made for them to go to the hospital and receive the child.

All incidents will be recorded with the following information.

- Child's name
- Time and location of incident
- What triggered the incident?
- Details of others involved.
- Witnesses to incident
- How the situation was dealt with
- What adult intervention was used and any consequences?

Examples of incidents may include bullying, fighting, biting, or scratching.

For confidentiality reasons all records should be individually recorded on separate pages.

In some instances it may be necessary to carry out a risk assessment to prevent the incident happening again.

Signed records of all accidents must be kept and any serious accident, illness, injury, or death of any child at the nursery should be reported to Ofsted. The local safeguarding board must also be notified of any serious accident, injury to, or death of a child whilst at the nursery.

Triangle Day Nursery

Admissions Policy

We aim to make the nursery accessible to all sections of the community. We will give priority to parents who already have a child attending the nursery.

- The waiting list is managed on a first come first served system.
- We offer full and part time place with a minimum of 2 days per week.
- Information about opening times, fees and facilities at the nursery are made available to parents who contact the nursery or who go to the nursery website.
- Government funded places are available for eligible children ie: those who are over 3 years at the beginning of a school term and for 2 year olds based on the Together for 2's criteria.
- Due to high demand sometimes registration does not automatically guarantee a place.
- Registration is free, we only require a £50 deposit when a place is offered to a parent, and this will be refunded providing parents give the required amount of notice when withdrawing their child.
- Deposits are not refunded if a place is accepted but is subsequently not taken up.
- Fees are calculated by calendar month and deductions will be made for bank holidays.
- Fees payable even if a child does not attend through illness or holidays. Parents may be charged if the nursery is closed through an incident which is out of their control such as a power cut, heating breakdown, loss of water supply or extreme bad weather.
- Fees are payable at the beginning of each month payment is accepted either by cash or direct bank transfer. Further details about payments and what happens if a parent fails to keep up with payments will be given to parents when they complete the other registration forms before the child starts.
- Parents are invited to visit the nursery before they accept the place and settling in visits with the child must be made. Settling in visits are free and children can make as many as they need to ensure they are happy and parents are comfortable leaving them.
- Parents will be given information about the nursery which includes among others, policies and procedures on medication, accidents and incidents, dropping off and collecting children, complaints, equality and diversity, special educational needs.

- Parents will not be allowed to leave their child for visits until they have completed a child details form.
- The nursery will collect information from parents about the child and their family, including medical details, dietary needs, special educational needs, disabilities, religion, ethnicity, and languages spoken.
- The nursery operates a key worker system.

Arrival and Departure Procedure

Aims

Ensure the safety of the children and staff attending the setting.

Monitor who is in the building, including maintenance personnel, visitors, students, and agency workers.

To have records about the children attending the nursery, to monitor who is working with the children to maintain safe working staff ratios.

Ensure the dropping off and collection of children is clear to parents and staff.

We will meet these aims by the following methods

- Keep updated records of all the children registered at the nursery including name, date of birth, home address, telephone number and names of alternative contacts who can be called upon in an emergency. All details must be kept updated. Keep details about who is permitted to collect a child including contact details and photos along with details of anyone **not** allowed to collect a child. Ensure the safe keeping of all information.
- Ensure the building is protected from intruders by installing security measures such as gates and intercom facilities.
- Maintain a daily register of children's attendance, including arrival and departure time. Include on the register what staff are working with the children. Ensure the register is in a known position in the room and is checked regularly.
- In the event of a fire or emergency evacuation the register will be used to check who is in the building.
- Have all staff and visitors sign in and out whenever they enter or leave the building. Visitors to state which company they are from and the reason for their visit.
- In cases where there is a change to the usual collection arrangements, parents must inform the nursery in plenty of time. Staff should ensure they have sufficient information from the parent to verify the identity of the person coming to collect their child. Including name, relationship to child expected arrival time and if specified, a password.
- All records including children, staff, students, volunteers and agency personnel are kept in a locked cabinet, although emergency contact details are available in a secure place in each room.
- On outings emergency details of all people including staff and helpers will be the responsibility of the leader of the outing.

- Children cannot be collected by anyone under 16 years of age. Children cannot leave the premises unaccompanied.

Visitors

- The nursery has secure entry system, with intercoms in the office and main playroom so that staff can check who is at the door. There is a second door from the lobby into the main part of the building and this may be used as a waiting area if identity checks need to be made.
- All visitors must ring the doorbell and speak to a member of staff verifying who they are and their purpose. If they are not known to the staff or do not have a pre-arranged appointment, further checks will be made before entry into the building is allowed. They may be asked to wait in the lobby until the manager or a senior member of staff can be called upon to deal with their enquiry.
- If they have arrived to collect a child, checks must be made that they are authorised to do so. Any doubts should be raised with the manager and if necessary the parent called for clarification before a child is allowed to be released from the care of the nursery.
- If a parent carer or visitor should turn up at the nursery under the influence of drink or drugs they should not be allowed into the building. Visitors will be refused entry and parents will be asked for an alternative person to accompany them home with the child. The child's welfare and safety must be paramount, if necessary the duty social worker or police should be called if the situation becomes unsafe for staff or children.
- On arrival all visitors must sign in, they should include their name, the company they work for and the reason for their visit. Visitors must also sign out on departure.

Attendance Recording Procedure

Aim

To ensure there is a clear and comprehensive record of children, staff and visitors attending the nursery at all times.

Methods

We will meet these aims in the following ways:

Have a clear procedure for staff and visitors when working at or visiting the nursery.

Visitors - will sign on arrival and include their name, company, or agency they are representing and their purpose of visit. They must also sign out when they leave the building

Staff - will sign in on arrival and in addition sign in the room register, stating the times they worked in the area. They will also be required to sign out if they leave the premises for any reason such as at the end of their working day or lunch breaks.

Children - The arrival and departure of each child will be recorded in the room register. This information will be collated on a central register by the manager. Any children due to attend will be recorded as absent or on holiday as necessary.

During emergency situations the central register will be used to check who is in the building and missing persons reported to the attending authorities.

Records of daily attendance will be kept by the nursery for a maximum of 25 years.

Behaviour Policy

Aim

To create a positive environment where adults consistently manage and encourage positive behaviour promoting children's welfare and development. To encourage children to respect themselves and others in a secure, challenging, stimulating and positive environment with clear boundaries and expectations. Encourage children to flourish enjoy developing, learning, and making a positive contribution.

Method

We will meet these aims by the following methods:

Encourage positive behaviour in all children depending upon their age and stage of development. For example

- Use praise and positive reinforcement.
- Encourage sharing and negotiation.
- Ensure staff and volunteers to be good role models and set good examples.
- Consult with children when creating rules/boundaries.
- Help children understand the consequences of their behaviour.
- Help children challenge bullying, harassment and name calling.
- Encourage children to be responsible for example, tidying up or taking care with equipment.
- Reassure children they are valued as individuals even if their behaviour may sometimes be unacceptable.

Use agreed methods to manage children's behaviour based on age, ability and understanding.

Inform parents of incidents of unacceptable behaviour provide details of how the behaviour is being managed and offer parents support to improve behaviour.

Respect the differing family and cultural expectations of child rearing practices are treated sensitively.

Use different strategies when dealing with challenging behaviour such as distracting and re-directing children's attention, helping children make amends and seek solutions.

Ensure the children have access to sufficient resources so that they are meaningfully occupied without the need for unnecessary conflict.

Activities will be planned that promote self-esteem, confidence, and feelings of competence.

As part of behaviour management make observations which will assist in exploring reasons for behaviour such as triggers others involved timings and locations of incidents. Staff will use the observations to devise strategies which will change patterns of behaviour or remove trigger elements.

Be consistent in dealing with behaviour and have discussions with other staff carers to ensure they understand the methods and intervention techniques being used.

We will not use methods that include physical punishment, restraint (unless the child is a danger to themselves or others) humiliation, segregation, withholding of food or use a 'naughty chair' in managing children's behaviour, as this is detrimental to their self esteem.

Physical intervention will only be used in exceptional circumstances and any incidents will be recorded and parents informed on the same day

We will use 'time out'/ 'thinking time' as a means to manage unacceptable behaviour where the child is sat away from the activity for a few minutes before being allowed to rejoin play.

The named person responsible for behaviour issues will support to staff and parents and access expert advice from other professionals. The named person at the nursery is Katherine Bonner.

Concerns, Complaints and Compliments Policy

Statement of intent

We believe that both children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any aspects of the care a child receives at the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff or to the manager. If the desired result is not achieved we have a set of procedure for dealing with concerns.

Aim

The nursery aims to provide a high quality safe, stimulating and consistent environment for children parents and staff. We aim to solve any concerns as quickly as possible and invite comments about our service from all users.

Methods

To achieve this, we operate the following complaints procedure. Any complaint that the setting receives is entered onto the 'complaints log', which is available to both parents and Ofsted inspectors. This includes

- The nature of the complaint
- The initial action taken
- Any subsequent action taken
- The name of the person responsible for investigating
- Keeping a log of complaints for at least 3 years

Making a complaint

Stage one

- Any parents who have a concern about any aspect of the settings care should first discuss the concern with a member of staff or the manager
- Most complaints should be resolved amicably and informally at this stage

Stage two

- If there is not a satisfactory outcome, or if the problem recurs, the parent should put the concern in writing to the manager. The complaint is stored on the child's personal file as well as being recorded in the 'complaints log'.
- The complaint is then investigated by the manager and a written reply is given to the parent within 48 hours and a meeting arranged to discuss the outcome. If the matter is resolved at this stage, the outcome will be recorded on the 'complaint log'.

Stage three

- If the parent is not satisfied with the investigation the parent can make a complaint to Ofsted who will consider and look into all complaints received. Contact details are displayed in the lobby of the nursery and also in the Information booklet given to parents when they first join the nursery.

Compliments

Parents are welcome to make comments or suggestions and provide compliments about the setting, staff and the care their children receive at the setting. There is a suggestion box in the lobby for anyone wishing to do this anonymously, but we hope that parents will be able to deliver them directly to the manager or staff at the setting.

Ofsted contact details

Telephone 0300 123 1231

Address The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Confidentiality Policy

Statement of intent

It is our intention to respect the privacy of children and their parents and carers while ensuring they access high quality early years care and education in our setting.

Aim

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

Methods

We keep two kinds of records on children attending the nursery:

1. Developmental records

- These include observations of children in the setting, samples of their work and tracking records which contain their learning and development progress. Also Personal Learning Plans (PLPs).
- They are usually kept in the children's playrooms and can be accessed and contributed to by staff, the child and the child's parents.

2. Personal records

- These include registration forms containing contact telephone numbers and addresses, medical details, background and family information. They also contain correspondence concerning the child or family, any reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents and observations by staff on any confidential matter involving the child such as developmental concerns or safeguarding issues.
- These confidential records are stored in a locked filing cabinet accessible only by the manager and deputies. Some of this information is also stored on the computer.
- Details about the individual needs of the child are recorded on careplans and are kept by the child's keyworker. This includes dietary requirements, information about regular medication, languages spoken including any others which may be spoken at home, religion and ethnic background.
- Parents have access to their own personal files but not those of other children.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

Access to personal records

Parents may request to see any records held about their child by prior arrangement with the manager. Children's tracking records are available for parents to see and discuss by speaking to their child's key worker.

Other records

Issues relating to the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.

Students, volunteers and visitors observing the nursery are made aware of our confidentiality policy and are required to respect it.

Disposal of confidential data

All personal records are kept for seven years after a child leaves the nursery, they are then shredded by a company with authorisation to BS EN 15713:2009 security shredding standards.

Equality and Diversity Policy

Aim

To ensure that all children and staff are respected equally regardless of race, gender, culture, religion or ability. To continually monitor awareness and response to issues and provide an environment that promotes tolerance and understanding.

Methods

The nursery will achieve this by

- Ensuring the individual needs of the children are being met at all time, through ongoing tracking and observations on the child, gathering information from parents about their interests and needs and by listening and responding to the views of the child.
- Having a designated SEN co-ordinator who when additional needs or support is recognised, will work with parents, staff, children and outside agencies.
- Giving equality and diversity a high profile.
- Challenge racist sexist and derogatory remarks made by staff children, parents or visitors.
- Treat everyone as an individual.
- To give respect to points of view and lifestyle choices.
- Make sure the nursery reflects differences by displaying positive images, and providing resources and books from other cultures.
- Ensure activities are inclusive and open to all the children.
- Provide opportunities to celebrate other cultural events.
- Welcome parents and wider family members to be involved in widening our education about cultural or religious beliefs.
- Ensure where possible the activities, equipment food and staff reflect the needs make up of the children attending the setting.

Fire Safety Procedure

All the rooms have fire notices by the main fire exits, these state where staff should congregate in the case of emergencies. On hearing the fire alarm all staff should remain calm and check the immediate area.

If a fire is discovered

Operate the nearest fire alarm and **dial 999**

Evacuate the immediate area using the nearest fire exit or to a position where you and the children are separated from the fire by one door and where you can move stage by stage to the assembly point.

The children should be escorted from their room via the fire exits out to the garden and using the side gate, to the **assembly point in the car park**.

To prevent the spread of fire, close all doors and windows en route to the assembly point, do not go back into a room to close windows if it is unsafe to do so.

Only attempt to extinguish the fire when the children are safe and you are not putting yourself in danger. The priority when hearing the fire alarm or discovering a fire is to ensure the children and others are safely evacuated from the building and the alarm is raised.

The Manager or person in charge will:-

- Ensure that the Fire Brigade are alerted.
- Ensure that the building is empty.
- Ensure that the evacuation is carried out correctly.
- Take a roll call of children, staff and any other persons who are visiting the Nursery.
- Post staff to main road access to direct the Fire Brigade to scene.
- Delegate staff to supervise the children and other adults to ensure they remain calm and in an area which is safe from the fire.
- When the Fire Brigade arrive inform them of the situation.
- Ensure people do not return to the building unless declared safe by the Fire Brigade.
- Report the incident in Fire Book.

ACTION ON HEARING A FIRE ALARM/ PRACTICE EVACUATIONS

There are 4 exits from the building

- **Main entrance** to the building leading to the assembly point in the car park at the front of the building.
- **Butterfly room** - leading to the garden. Turn **right** outside the fire exit doors to the side gate at the side of the nursery, the assembly point is in the car park

- **Caterpillar room** – leading to the garden. Turn **right** outside the fire exit doors to the side gate at the side of the nursery, the assembly point is in the car park
- **Bumblebee room** leading to the garden. Turn **right** outside the fire exit doors to the side gate at the side of the nursery, the assembly point is in the car park

Practice Evacuations will take place approximately twice termly.

- Check immediate area for signs of fire or smoke.
- Go back to usual working area if you were not there when you heard the alarm. If you have children with you evacuate them using the nearest fire exit point, providing you are not going through a hazardous area or putting the children at risk.
- In the main playrooms, assemble all children at nearest fire exit point, ready to evacuate them to the assembly point in the car park.
- If children are in the bathroom take them back to the main playroom providing the route is safe.
- Children must be escorted from the building to the assembly area and kept together.
- A member of staff should be responsible for collecting the room register and closing any doors behind them as they leave.
- Babies should be carried or put in a pushchair and wheeled to the fire exit.
- Check that all staff and children from the area are present.
- Once children are at the assembly point some staff may be directed to assist with other groups, especially if there are babies or disabled children or persons.

All staff must wait in the assembly area until they are told they may return to the building by the Fire Brigade or Officer in charge.

Staff will be advised of these procedures including where fire equipment is located at their induction session on their first day of working.

Staff should be responsible for:-

- 1) Reading and understanding the above procedures.
- 2) Knowing where all the exits are in the building.
- 3) What to do if they are not in their usual area of work at the time of an evacuation.
- 4) Know how to operate the fire equipment.
- 5) Ensure they have regular training and experience of evacuations

Health & Safety Policy

Aim

To create a safe and healthy environment for children parents/carers and staff. To make children parent/carers and staff aware of health and safety issues and minimise hazards risks and help children stay safe. Have policies that identify hazards and faulty equipment and procedures for recording and dealing with accidents.

Methods

We will meet this aim by

- Fulfilling all legal obligations in accordance with the following Acts and guidelines:
 - Health & Safety at Work Act 1974
 - Workplace (Health, Safety and Welfare) Regulations 1992
 - Control of Substances Hazardous to Health Regulations (COSHH) 2002
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995
- Appointing a member of staff responsible for health and safety, who will ensure daily checklists are carried out, review risk assessments, maintain first aid kits and report any maintenance issues to the management.
- Displaying a completed Health and Safety poster.
- Providing training for staff students and volunteers on health and safety issues such as manual handling and daily safety checks.
- Informing parents about relevant safety issues such as entry security and safe storage of medication.
- Informing children about safety through discussion, routines and activities (for example outside play time).
- Ensuring the highest possible cleanliness in all food preparation areas.
- Having equipment such as fire alarms and electrical equipment PAT tested and serviced regularly.
- Ensuring the building has a current insurance certificate covering Employer and Public Liability displayed
- Carrying out risk assessments, which are reviewed regularly.
- Carrying out daily Health and Safety checks covering the following areas
 - Rooms for safety and any broken or maintenance issues
 - Outdoor areas ensuring areas of water are emptied or covered and any outdoor equipment is checked regularly for safety.
 - Kitchen checks on food and fridge temperatures.
 - Damage to electrical equipment such as worn flexes or exposed wires.
- Having regular fire drills for children and staff at least 4 times a year.
- Having at least one person who is trained in first aid on duty at all time.
- Providing secure storage for laundry equipment, cleaning products, restricted access to kitchen areas.
- Providing disposable aprons and gloves for nappy changing, preparing and serving food, dealing with spilled bodily fluids.

- Having regular rotas which include cleaning or washing of areas and equipment.
- Ensuring there are methods to monitor children's rest times with regular checks.
- Making parents and children aware of seasonal changes which may require special measures such as sun cream in the summer and adequate and appropriate clothing in the winter.
- Informing parents about health issues such as headlice or swine flu by issuing letters or displaying notices in the entrance lobby.
- Being aware of dangerous plants in the garden.

Healthy Eating Policy

Aim

To ensure the children are provided with meals snacks and drinks that are healthy balanced and nutritious. To provide food which meets the children's individual dietary needs. To ensure the food is prepared in an environment that is not harmful to health.

Method

We will meet these aims in the following way

All food handlers will attend training on basic food hygiene.

All outside caterers used by the nursery will be reputable companies with hygiene certificates and regular environmental health checks.

Asking parents before a child starts at the nursery about their child's dietary needs, including allergies and any cultural and religious requirements. This information will be updated on a regular basis.

Ensure staff working with the child are aware of dietary needs. This will be in the form of a chart setting out information regarding each individual child which is updated when new children start or the needs of the children change.

Alternatives will be offered to offer choice for children with specific dietary needs such as vegetarian or non-pork options.

Children will not be labeled or singled out because of their diet or allergy needs.

Plan menus in advance and display them on parent notice boards.

All snacks will be nutritionally balanced and will include fresh fruit at least once a day. Other snacks will include breadsticks, rice cakes, plain biscuits and multigrain bites.

The nursery is responsible for providing breakfast, teas and snacks. The main part of the midday meal is provided by Greenwich Direct Services. The nursery supply and prepare some elements of the lunch time meal including fresh vegetables.

Where possible the nursery will supply whole meal bread, no added sugar juice low sugar cereals and fresh fruit every day. They will also offer milk at breakfast and tea time for those children who want it.

The nursery does allow birthday cakes but not additional sweet foods or crisps.

The nursery will encourage healthy eating with planned activities such as cooking activities or visits from the dental hygienist.

Children will be able to choose when they have their snack and water will be available to all children including the toddler group at all times. Children will have individually named cups.

Children will be encouraged to try different foods.

Children will be helped to develop independence skills by being given eating utensils appropriate to their age and ability.

The withholding of food will never be used as a punishment, nor will the force feeding of a child.

Parents will be discouraged from bringing foodstuffs into the nursery to protect children with food allergies.

Written information regarding what children have eaten during the day will be recorded in the daily register as well as on a daily information sheet given to parents of the younger children.

Any formula milk prepared will be made in accordance with the manufacturers instructions, they will be labeled and stored in the fridge. The bottles will be used the same day and at the end of the day any unused bottles will be discarded.

Any incidences of food poisoning affecting two or more children will be reported to Ofsted within 14 days.

Illness and Injury Policy

Aim

To promote good health of the children in our care and to take appropriate action if a child is ill or has an accident. To take the necessary steps to prevent the spread of infection.

Methods

We will achieve this by the following methods:

Always ensure good standards of hygiene by providing facilities and materials for staff, children and visitors to wash their hands as required.

Train staff and make them aware of signs and symptoms of communicable diseases, as well as monitoring children who develop high temperatures or diarrhoea and vomiting.

Inform parents prior to their child starting at the nursery about the procedures and protocols regarding contacting them in cases of illness and accident.

Obtain medical information regarding each child including the name and address of their doctor. Obtain written permission to seek medical advice or treatment

Ensure all staff members have a current Paediatric First Aid Certificate.

Maintain a first aid box with appropriate materials to meet the Ofsted standards.

Keep records of accidents and any first aid treatment given and ensure the parents receive written details of each incident.

Contact parents, or the nominated emergency contact as soon as a child becomes ill or in the event of an accident involving the child.

Only re-admit children or staff into the nursery if they have been free of symptoms for at least 24 hours, and only if the nursery staff are happy that the child is fit to return.

Inform parents of any infectious diseases or other health issues that maybe affecting a child or staff member attending the nursery. This will be done by displaying notices in the entrance lobby or by individual letter, whilst respecting confidentiality.

Notify Ofsted, RIDDOR and local child protection agency of any serious accident or injury to, or serious illness of, or death of any child whilst in the care of the nursery.

Inform the appropriate authorities if a child is suffering from any notifiable diseases, including HPA and Ofsted.

Always ensure there is protective clothing available for staff to wear.

Train staff in the correct method of dealing with any spilled bodily fluids.

Dealing with a major accident/illness

In the event of a major accident involving a child, first aid to be administered by the qualified first aid person. As assessment will be made whether the child needs to go to hospital or whether the child can wait until the parent/carer comes. A written record must be made with as much detail as possible and signed by the parent/carer. Staff must wear protective clothing at all times

If child needs to go straight to hospital

- Call an ambulance following the 'Contacting Emergency Services' guidelines in the office.
- Inform the parent/carer and make arrangements for them to meet the ambulance at the hospital
- Appoint someone to accompany the child ensuring they have a completed accident form and details about the child including any medical history such as allergies and medication.
- Remain with the child until the parent/carer arrives to take over.
-

If a child stop breathing commence CPR and continue until emergency services arrive.

If the child can wait for the parent/carer to come

- Inform the parent/carer and give them details of the incident what happened how it was treated and how the child is being monitored. Find out expected time of arrival of parent/carer.
- Appoint someone to make the child comfortable, monitor them and stay with them until the parent/carer arrives.
- If there are any changes to the child's condition re-assess and call an ambulance if necessary.
- Complete a detailed accident form.
- On parent/carer arrival hand over care to them, update them on events, get them to sign the accident form.
- Advise them to get the child seen by a doctor.

If a child stop breathing commence CPR and call emergency services immediately.

Dealing with a minor accident/illness

- Protective clothing to be always worn.
- Immediate first aid to be administered by the first aid person.
- Assessment is made of seriousness of accident, if it is not serious the child can be treated and allowed to resume play.
- An accident form is completed in as much detail as possible.

- Continue to monitor the child throughout the day and if condition changes follow procedures for major accident /illness and contact parent/carer and/or emergency services.
- If necessary, inform the parent of incident in case they want to collect the child early.
- When child is collected give an account of the incident, give them the accident form to read and sign, give parents a copy.
- All signed forms should be returned to the office to be filed.

Intimate Care Policy

Aim

To ensure the child's safety, dignity and privacy are respected at all times. To ensure that adults required to carry out intimate care do so in a professional manner with regard to any safeguarding issues. To consult all parents about how intimate care is administered.

Definition

Intimate care covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including nappy changing, toileting, washing and dressing.

Best Practice

Nursery staff who provide intimate care do so in a professional manner. Staff are aware of safeguarding issues and have relevant training such as health & safety, safeguarding and manual handling, before providing intimate care. No child should suffer distress or pain because of receiving intimate care.

Staff work in partnership with parents and discuss personal care with them prior to their child starting, this can be recorded on their care plan and may include examples of care, child's means of communicating about their care, child's level of ability and what tasks they are able to carry out for themselves.

When intimate care is given, the member of staff explains fully each task that is carried out, and the reasons for it. When changing a baby the staff member should always talk to the child and reassure them during the process. Staff should encourage children to do as much for themselves as they can.

When changing child's nappy staff must make sure that:

- Protective gloves are worn.
- The procedure is discussed in a friendly and reassuring way with the child throughout the process.
- The child is not made to feel ashamed or naughty if they need to be changed.
- No derogatory remarks about bodily fluids should be made.
- Physical contact is kept to a minimum, with the child being encouraged to care for themselves where possible.
- The child's privacy is always respected.
- Where possible the staff member is in view of other staff when carrying out intimate tasks.

All staff should take normal precautions to avoid spreading infection and use protective clothing when dealing with any bodily fluids.

All disposable materials used for cleaning up vomit, urine or faeces should be placed in a plastic bag and put in the nappy bin for appropriate waste disposal.

Protection for staff

Members of staff need to have regard to the danger of allegations being made against them and take precautions to avoid this risk. These should include:

- Gaining a verbal agreement from another member of staff that the action being taken is necessary
- Allow the child, wherever possible to express a preference to choose his/her carer and encourage them to say if they find the carer to be acceptable.
- Allow the child choice in the sequence of care
- Be aware of and responsive to the child's reactions.

Safeguards for children

All staff students and volunteers have police checks (CRB) before being allowed to work in the nursery. Students and volunteers will not be permitted to carry out any aspects of intimate care unsupervised.

Children's rights to privacy will always be respected when dealing with intimate care issues.

Should a child become unhappy about being cared for by a particular member of staff the matter should be raised with the manager who will investigate the situation and record any findings. These will be discussed with the parent/carer in order to resolve the problem. If necessary the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the Safeguarding Children policy will be followed.

Key Person Policy

Aim

To provide all children at the nursery with a member of staff whose responsibility is to support and nurture them and their parents, enhancing their daily experience at the nursery, thereby helping to ensure the best outcomes for that child as he or she progresses through the Early Years Foundation Stage.

Role of the key person

The key person is someone who is chosen by a child or allocated to a child to support them throughout their time at nursery. They will have more contact with their key children throughout the day and will show a special interest through close personal interaction giving reassurance, security and developing close relationships.

The key person will be involved in all aspects of the child's care and learning in the following ways:

- Spending time getting to know the child's family and building a relationship of trust with them. They will get to know the child and parent/carer during the settling in period before the child starts and the key person will make sure they have all the information they need to ensure the child's needs are met.
- Learning as much as possible about each child in their key group-their interests, behaviours and preferences.
- Being available to welcome the child and parent into the setting at the beginning of the day, and passing on information about their child's day when they go home.
- Spending time listening to what parents have to say about their child and using this information to help the child have the best possible day at the setting.
- Where necessary, reassuring parents, sharing information with them and signposting them to sources of help and advice.
- As far as possible, attending to the feeding and care routines of the children in their key group to build strong positive relationships between child and adult.
- Being available to the children in the group during the day, showing an interest in what each child is doing and what he or she is feeling.
- Contributing to the range of observations and documentations that will be gathered to record the child's day.
- Helping parents feel fully connected with their child's life at the nursery by sharing information - verbal feedback, written observations and photographs - with parents at the end of the day.
- Passing on information to other staff members in the room to feedback to parents if the key person is not present when the child is collected. This is to reassure parents that someone has been involved with their child's welfare, learning and development during the course of the day.
- Encouraging parents to become involved with their child's learning and development from home, providing help, advice and resources to enable them to do this.
- Supporting parents during periods of transition from one room to another, or between nursery and school.

When allocating a key person consideration will be made as to the sessions the child attends the hours a key person works and the compatibility between child and adult. If a key person is absent through sickness or holidays, another member of staff will take over their role.

Lost/Missing Child Procedure

Aim

To ensure that in the event of a child going missing or getting lost, all staff or supervising adults are aware of what to do, without compromising the safety of everyone else at the setting.

Methods

We will meet these aims by the following methods:

- Ensure the safety of the children at all times, by making sure there are sufficient adults to supervise the children. If required increasing the staff to child ratio when going on a trip or outing.
- Take appropriate pushchairs or harnesses if children are under two, or the child has specific needs that they require help with mobility.
- Ensure the supervising staff have the means to call for additional assistance, such as charged mobile phones and emergency contact numbers for all the children on the trip.
- Organise an immediate search of the area, and if the child cannot be found contact the police.
- Give information and support to police.
- At all times be aware of the others in the group and how they will be supervised or returned to the setting.
- Ensure the nursery manager is kept up to date of events.
- Delegate responsibilities for contacting security/police, nursery manager and parents, also deploy staff to search for the child and supervise the remaining children.

Medication Policy

Aim

To comply with the legal requirements set out in the Statutory framework for the early year's foundation stage in regard to

- implementing an effective policy on administration of medicines
- keep written records of all medicines administered to children and to ensure prior permission is obtained for every medicine before it is given to a child
- Ensure parents are informed of the medication given

The nursery set out to promote good health of children and staff, take positive steps to prevent the spread of infection and appropriate measures when children are ill. Ensure any medical needs of the children receive the proper care and support whilst at the nursery

Methods

These will be met by the following means.

- All parents will complete a health declaration regarding the child's current health, past infections and conditions, ongoing health needs, details of regular medication, details of current GP health visitor and any other professional involved with the child. Permission to call emergency services in the event of an accident, details of special dietary needs and allergies. Parents are informed at registration about the procedures for giving medicine including non-prescribed medicines and they agree to abide by the nursery policies when they sign the terms and conditions.
- Parents will be asked to complete a separate form for each medicine, the forms will state the name of the medicine the dosage to be given the time to be given including if it is to be before food or at a specific time between doses. The medicine must be in the original container, it must have the child's name and date prescribed on the packaging. After each dose is administered the form must be signed and witnessed. When the child is collected, the form must be countersigned by the parent, acknowledging they are aware the medication has been given. Administration of long term medication such as asthma inhalers must also be recorded witnessed and countersigned by the parent. Staff must check what medicine they have received prior to arriving at the nursery especially if they have had pain relief. These forms will be displayed in a known place on the notice board where they can be referred to.
- All medication must be stored in the locked medicine cabinet situated in the office or the fridge in Bumblebee room if it needs to be refrigerated.
- EpiPens should be kept in the child's room within easy access for emergencies. They should be stored in a clear box which contains instructions on how to use the pen and details about the child preferably with a photo of the child on the lid. The box should also contain information about how to call emergency services and quick reference to child's contact details.
- On outings any medication that a child may need should be given to the person responsible for the child on the trip.
- No child should be forced to take medication, and the parents must be informed if the child is refusing to take it. This is especially important if it is vital for the child's health needs such as insulin.

- Health needs will be discussed with the parent at time of registration and whilst the child is settling into the nursery. It will be reviewed by the keyworker at least every 6 months.
- In certain circumstances staff will receive specific training from a qualified health professional on how to administer medicines such as asthma pumps and EpiPens.

Non prescribed medication

Although the nursery is permitted to administer pain relief this will be treated as all medication only with the parents' permission, and for no longer than 3 days. The nursery retains the right to refuse to give un-prescribed medication to a child.

Mission Statement

The Triangle Day Nursery aims to combine a high standard of care in safe secure surroundings. This will be achieved by creating a varied, stimulating environment, which will encourage children's development and give them an understanding of the world around them.

Our main objectives are:-

- To cater for children's individual needs
- To provide a variety of toys and equipment which are age appropriate, encourage learning and reflect the various needs and abilities within the group
- To carry out activities that are well supervised and encompass the many skills and experiences that young children need to develop
- To provide a routine for the children which is both stable and comforting
- To monitor children's progress through observations and development charts
- To manage children's behaviour in a way that encourages social skills and does not undermine self-confidence or self esteem
- To provide qualified staff who will operate a key worker system aimed at recognising and responding to the needs of the children
- To create and implement policies and carry out good practices which will ensure the safety and well being of the children
- To work in partnership with parents, to value their role and to offer support when necessary
- To have an open door policy and encourage comments and suggestions from parents
- To provide opportunities for parents to be involved with the nursery through regular meetings, social occasions and open evenings

Adopted 10.03.2011

Mobile Phone Policy

Statement of Intent

It is our intention to provide an environment in which children, parents and staff are safe from images being recorded and inappropriately used, in turn eliminating the following concerns

- 1) Staff being distracted from their work with children or other duties
- 2) The inappropriate use of mobile phone cameras around children

Aim

Our aim is to have a clear policy on the acceptable use of mobile phones and cameras that is understood and adhered to by all parties concerned without exception.

In order to achieve this aim, we operate the following policy.

Mobile Phones

- The nursery allows staff to bring mobile phones and devices into the nursery for their own use.
- All staff must ensure that their mobile phones are switched off and left in their lockers throughout their working time with the children.
- Mobile phone calls may only be taken at staff breaks or in their own time and must be in the designated staff areas.
- Calls cannot be made or received in areas where there are children i.e. in the corridors, rooms or outside areas during play activities.
- If staff have a personal emergency they can use the nursery phone with prior permission. They can also inform family members to contact them on the nursery telephone number should they need to. Staff should inform the manager or senior management team if they are expecting an urgent call.
- During group outings a nominated member of staff will be responsible for making any emergency telephone calls on a nominated mobile phone. All other staff members on the outing will not be permitted to use their phone or camera devices whilst they are supervising the children.
- It is the responsibility of all staff members to be vigilant and report any misuse of phones or devices. They should refer any concerns to the manager or senior members of the management team who will investigate.
- All concerns will be taken seriously, and should inappropriate material be found on phones or camera devices, then the Local Authority Designated Officer(LADO) will be contacted immediately. The nursery will follow the guidance of the LADO as to the appropriate course of action with a view to possible dismissal for gross misconduct.

Cameras

Photographs taken for the purpose of recording a child or group of children participating in activities, celebrations or personal achievements is an effective form recording progress in the Early Years Foundation Stage. However it is essential that

photographs are taken and stored appropriately to safeguard the children in the nursery's care.

- Only the designated nursery camera should be used to take photos within the setting or on outings.
- Images taken on this camera must be deemed suitable without putting the child or children in any compromising positions that could cause embarrassment or distress.
- All staff are responsible for ensuring the camera is placed in the office filing cabinet drawer when not in use.
- The camera must be locked away at the end of the day.
- Images should be printed as soon as possible.
- Images should not be down loaded onto any other device or computer without prior consultation with the manager.
- Images should only be downloaded by a designated member of staff
- Images must only be downloaded on site and onto a nursery computer or device. If they are down loaded off-site the images must be erased from any personal computer as soon as the images have been successfully printed.
- Under no circumstances should cameras be taken into bathrooms or changing areas without prior consultation with the manager or senior management team.
- If photographs need to be taken in the bathroom i.e. of children washing their hands, then prior permission must be obtained from the manager or senior management team. The activity must be supervised at all times.
- Failure to adhere to the contents of this policy will lead to disciplinary action.

Non Collection of Child Policy

Aim

To ensure the safety and well being of children at all times and to ensure staff are aware of the procedures to follow when children are not collected from the nursery at the agreed time.

Methods

We will meet these aims in the following ways

When a parent registers a child at the nursery they will be asked to provide details about the child including who has parental responsibility for the child and names of persons authorised to collect them, preferably with photographs, this information is recorded on the child detail form and kept on their personal file, in the locked filing cabinet.

Emergency contact numbers and work telephone numbers will be required for all parents. If a parent is not going to be at their usual place of work or if they are on a different telephone number, they must inform the nursery before leaving the child, or as soon as possible if their information changes whilst they are at work.

Only authorised adults will be allowed to collect the child. Anyone collecting a child from the nursery must be over the age of 16.

Parents will be made aware of the procedure if none of the people authorised to collect the child is available.

If a parent informs the nursery that someone other than the named authorised adult will be coming to collect the child, the nursery must ensure they have sufficient information to check that person's identity. This should be agreed with the parent before the person arrives and should include :

- The person's name
- The relationship the child has with the person
- The approximate time the person will be collecting them
- Short description of the person
- Agreed password if necessary

Parents should be available by telephone when the person arrives so that staff can make additional checks to verify the person's identity.

If a child is not collected at the end of the day and the parent has not informed the nursery, the manager or person in charge will contact the parent. Emergency telephone numbers are kept in the blue index file in the office. If neither parent can be reached by telephone the alternative emergency contact should be rung and arrangements made for them to collect the child. Attempts to reach the parents should continue, if after 45 minutes neither the parent nor the alternative contact can be reached then the child should be referred to the out of office duty line for social care and safeguarding. The number is on the notice board in the office.

The child must stay with two members of staff until the child is safely collected either by the parent/carer, another authorised person or a member of the Social Services team.

A charge will be made for the additional hours worked by staff waiting with the child. This is currently £5.00 for the first 15 minutes and £5.00 for every five minutes after that.

Outings Procedure

Aim

To ensure that all outings are conducted with the highest regard for safety, have regard for children's individual needs and abilities.

We will meet this aim by

- Getting written parental consent for all outings, the consent will include:-
 - The purpose of the outing
 - How the children will get there
 - Who will accompany the children
 - The time the children will be away from the nursery and the time they will return
 - Whether the children will be using public transport
 - What they need to bring for the outing
- Using only reputable transport companies whose vehicles meet all the required standards of safety, including insurance licensed drivers, seat belts, air bags, servicing, and MOT.
- Ensure the children are correctly seated, with seat belts or booster seats and considering the September 2006 regulations for child restraints and seatbelts.
- Ensuring children are never left unattended on vehicles or during the outing. That care is taken at times of risk such as getting on and off vehicles and crossing roads.
- Ensuring the children are supervised with the correct staff to child ratio and reflecting the nature of the outing. Using the following as a guide
 - Under 18 months 1:1
 - 18 month – 36 month 1:2
 - 3-5 years 1:3
- Carrying out risk assessments on the outing prior to the visit. These will be carried out by a responsible adult with risk assessment training.
- Instructing all supervisors on outings on the procedures for dealing with emergencies and lost children.
- Ensuring supervisors on outing have essential equipment for the duration of the outing such as mobile phone, food and drink, emergency contact numbers for staff and children, medication, first aid kits, spare clothes, tissues and wipes.
- Taking into account the individual needs of the children such as disability, cultural, medical and suitability of outing for age group.

Payment Policy

Aim

To ensure the nursery's sustainability through the efficient collection of fees and payment of invoices. To maintain a secure business model which will support staff jobs along with providing opportunities for the nursery to develop.

Methods

In order to achieve these aims the nursery will use the following methods

- Charge a small deposit to cover any administration or to recover fees from parents who leave without settling outstanding debts. This will be refunded when a child leaves providing the required notice is given and their account has no outstanding amounts. Deposits will not be refunded if the place is accepted and subsequently not taken up through no fault of the nursery.
- The nursery will work within the guidelines of an agreed financial budget.
- Payments are to be made in advance at the beginning of each month, on time and in full.
- If parents have financial difficulties the manager will endeavour to discuss a with them options that are suitable to both parties. The manager will reserve the right to withdraw a place if these arrangements are not adhered to or parents fail to settle outstanding debts in the agreed time.
- Parents will receive clear invoices and statements on a regular basis
- The nursery will offer a variety of payment methods, ie cash, cheques, standing orders, and direct online payments.
- Charges will be set out prior to a child starting.
- The nursery is part of the government's free nursery education scheme and children using the scheme will only be charged for additional hours or services not covered by the nursery grant
- Parents will be informed in advance of any increases to fee.
- There will be a fair collection policy which requires parents to pay in advance for the nursery place.
- The nursery will charge for the late collection of children to cover staff wages and out of hour expenses.
- The nursery will charge for 51 week of the year and parents are expected to pay when they are not using the place such as going on holiday or if their child does not attend through sickness.
- It will be at the discretion of the nursery management whether fees are payable if the nursery is unable to open due to unforeseen circumstances, such as power failure, severe weather conditions or damage to the building.
- Parents should give one month's notice if they wish to cancel their place.
- Parents are responsible for cancelling any standing orders or regular payments made into the nursery account and a fee may be charged for returning overpayments.

The nursery may levy a 2% charge on late payment of fees if no previous late payment arrangements are made.

Returning to the nursery after an illness policy

Aim

To ensure children are fit to be at the nursery and to safeguard other children and staff are not unnecessarily exposed to the risk of infection.

Methods

The nursery will only accept children back into the nursery once they are satisfied that the child is not still suffering from any illness. They will check with the parent by asking for information regarding the illness including

- What the child was suffering from?
- Did they go to the doctor to have the illness diagnosed or symptoms confirmed?
- If it was an infectious disease, was the child excluded for the appropriate length of time?
- Does the child still have any of the signs or symptoms, e.g. spots, rash, diarrhoea, sticky eyes, temperature?
- Are they on any medication during the day?
- Are they on a normal diet?
- Can they participate in all activities?
- Has the child been given any medication before coming to nursery; if so what and when?
- If the child is on medication has the child been receiving it for at least 24 hours?
- Is the parent prepared for the nursery to contact them if the child should become unwell again?

If a child was proved to be suffering from a notifiable disease the nursery will inform Ofsted and the Health Protection Agency (HPA).

List of notifiable diseases

Acute encephalitis	Malaria
Acute meningitis	Measles
Acute poliomyelitis	Meningococcal septicaemia
Acute Infectious hepatitis	Mumps
Anthrax	Plague
Botulism	Rabies
Brucellosis	Rubella
Cholera	SARS
Diphtheria	Smallpox
Enteric fever (typhoid or paratyphoid fever)	Tetanus
Food poisoning	Tuberculosis
Haemolytic uraemic syndrome (HUS)	Typhus
Infectious bloody diarrhoea	Viral haemorrhagic fever (VHF)
Invasive group A streptococcal disease or scarlet fever	Whooping cough
Legionnaires' disease	Yellow fever
Leprosy	

Safeguarding Children

Introduction

The Children Act 1989 and 2004 and Every Child Matters – Change for Children 2004 emphasises that the welfare, safety and protection of the child is paramount. Children need to “Be Safe” (ECM). This is our primary concern and everyone working in our setting recognises their responsibilities to each child in our care.

Procedures

The nursery is committed to ensuring the welfare, protection and safety of all children in the nursery. We follow the Local Safeguarding Children Board procedures and guidance. We have procedures in place to follow if we suspect abuse or neglect and we are able to put the procedures into practice. The nursery will, in most circumstances, endeavour to discuss all concerns with parents about their child(ren). However, there may be exceptional circumstances when the nursery will discuss concerns with Social Care and/or the Police without parental knowledge (in accordance with Child Protection procedures). We will work closely with other agencies, attend and provide reports for child protection conferences and contribute where appropriate to any Child Protection plan. The nursery will, of course, always aim to maintain a positive relationship with all parents. We will inform OFSTED of any allegations as soon as is reasonably practicable but as the latest within 14 days of an allegation being made.

Our Safeguarding Children Policy is designed to address the rights of children, their parents and our staff members. The policy attempts to cover all areas of child protection and is the parents’ guarantee that the nursery has a responsible system in place. However, the nursery’s first responsibility is always to the child.

Staff receive child protection training organized by Greenwich Safeguarding Children Board to ensure that they have a basic understanding of child protection issues, responsibilities, procedures and knowledge of the child protection system as well as being able to identify early signs of abuse. Information is shared with all new members of staff and training is provided to ensure that knowledge is updated and reviewed which is shared with all staff members.

The designated staff member responsible for safeguarding issues is the Nursery Manager Beverley Hall.

Recruitment

All appointments will be subject to a probationary period and will not be confirmed unless the nursery management team are confident that the applicant can be safely entrusted with children.

Staff members will not be left alone for long periods with individual children. Staff members who need to take a child aside, e.g. to change soiled clothing, will always leave the door open and be visible to other members of staff.

All staff at the nursery will be checked by the Criminal Records Bureau (CRB) and registered as a "fit person". New staff waiting confirmation of a CRB check, as well as students and visitors, will not be allowed to take children to the toilet unaccompanied nor be left alone with children.

Any comfort given to a child by a staff member will be done in full view of other staff.

Responding to suspicion of abuse or neglect

Significant changes in a child's behavior or physical appearance, unexplained bruising or marks, comments a child makes which may cause concern or a deterioration in a child's well being will be noted and kept secure for a period of five years or until being required as part of an investigation. Procedures for children who are not collected or if a parent/carer collects a child whilst under the influence of alcohol/drugs are recorded on the child's individual file.

Staff will share concerns with other members of staff to ensure everyone is aware and support for a member of staff will be offered if having to deal with a child protection case.

Staff will refer to the guidance document 'What to do if you're worried a child is being abused' which sets out by means of a flow chart the procedure for referral.

Parents/carers will normally be the first point of reference, although suspicions will be referred as appropriate to Initial Response and Assessment Service (IRAS). Any suspicions and investigations will be kept confidential and shared only with those who need to know. However, there may be cases where it would not usually be good practice to discuss concerns with parents/carers before making a referral.

It is our responsibility to report concerns, not decide whether it is or is not child abuse.

Record keeping

Any concerns regarding a child, no matter how trivial, will be recorded and stored in a confidential file in a secure place. Further action may not be needed.

Whenever worrying changes are observed in a child's behavior, physical condition or appearance a specific and confidential record will be set up. The record will include:-

name, address and age of the child, timed and dated observations describing objectively the child's behavior and/or nature of injury or appearance without comment or interpretation, a sketched drawing of the injury if appropriate, where possible the exact words spoken by the child without any leading questioning by the adult. The record will be dated and signed by the recorder and witnessed by one of the nursery management team.

Such records will be kept in a separate file and will not be accessible to people at the nursery other than the management team and other members of staff as appropriate.

Reporting Concerns – Liaison with other bodies

The nursery operates in accordance with procedures approved by the Local Safeguarding Children Board. Confidential records kept on children about whom the nursery is anxious, will be shared with the Local Authority Designated Officer if the nursery feels that an adequate explanation for changes in a child's condition has not been provided.

If a report on a child is to be made to the authority, the child's parents will be informed at the same time as the report is being made. Referrals will be made by telephone and followed up with a written referral. Telephone referrals will be made to Initial Response & Assessment Service on 020 8921 3172, OFSTED 0300 123 1231.

The nursery will maintain ongoing contact with the Safeguarding Children's Board including names, addresses and telephone numbers of individual social workers. The nursery will anticipate information on the outcome of the referral within seven days.

Supporting Families

The nursery aims to build a trusting and supportive relationship with the family of each child within its care.

Where abuse at home is suspected, where possible the nursery will continue to welcome the child and family whilst investigations proceed.

Confidential records kept on a child will be shared with the child's parents.

With the proviso that the care and safety of the child is paramount, the nursery will do all in its power to support and work alongside the child's family.

Promoting children's awareness of their own personal safety

The nursery will actively promote messages to children about their personal safety and protection.

Children will be given the opportunity to discuss a number of elements including personal safety.

Publication of children's identity

We will inform parents if we know that the identification of individual children may occur through the publication of photographs or audio or video means. Photographs taken within the nursery by staff for curriculum recording purposes, will be kept within nursery. Parents are asked to sign a permission document explaining how the nursery uses photographs, for example in displays, children's profiles and 'All about me' books.

Allegations made against staff members

Where there is an allegation against a member of staff, we will follow the Greenwich Safeguarding Board procedures and guidance and consider if suspension is appropriate having taken advice from the Local Authority Designated Officer.

Security & Safety Policy

Aim

To ensure the building is secure and the safety of the staff, children and visitors to the nursery are always maintained.

Method

We will meet these aims in the following ways

Ensure the building is maintained to the required level by having regular maintenance reviews and address repairs as necessary.

Provide means to secure the building and other outdoor areas such as alarms, shutters, interior time delay mechanisms, security cameras and intercom facilities, bolts and padlocks.

Provide lockers for staff to keep personal belongings in, secure storage for personal documents and money.

Organise staff to ensure they are not left alone in the building.

Check the identity of visitors to the nursery and ensure they sign 'in' on arrival and sign 'out' on departure.

Advise parents about leaving doors and gates open and to the dangers of holding doors open to strangers they do not know in case staff are unaware of their presence.

Ensure staff are vigilant about strangers who may be watching or lurking outside the perimeter fence whilst the children are playing.

Ensure all fire exits are kept clear and side gate open whilst the building is occupied.

Sickness Exclusion Policy

This policy sets out the exclusion periods for children who are ill, including if they are infectious. It is not exhaustive.

Illness / Infection	Recommended Exclusion Period
Chicken Pox/Shingles	5 days from the appearance of rash and until all blisters have dried
Cold Sores (Herpes Simplex)	None
Conjunctivitis	None (as long as medication is being used)
Diarrhoea and/or vomiting including Rotavirus/Norovirus/Gastroenteritis	48 hours from the last episode, if as a result of illness or infection. Also, after 2 or more loose stools whilst at the nursery. Children are required to be sent home and may return 24 hours after the last episode
Flu (influenza)	Until recovered
Glandular Fever (Mononucleosis)	None as long as child is well enough to participate in nursery activities.
German Measles (Rubella) *	6 days from onset of rash
Hand Foot & Mouth Disease	None If there is a large outbreak then exclusions may be considered
Head Lice	None (as long as child is treated)
Impetigo	Until lesions are crusted and healed or 48 hours after antibiotic treatment is started
Measles *	4 days from onset of rash
Meningitis *	None as long as child is well enough to participate in nursery activities
Mingococcal Infection	None once adequate carrier eradication therapy has been completed
Mumps *	5 days from onset of swollen glands
Ringworm	Until treatment is started
Scabies	Until treatment is started
Scarlet Fever *	5 days after starting antibiotic treatment
Slapped Cheek	None as long as child is well enough to participate with nursery activities
Threadworm	None

Tuberculosis	Until declared free from infection
Typhoid Fever	Until declared free from infection
Whooping Cough (Pertussis)	5 days after starting antibiotic treatment

* Notifiable Diseases

Parents should always seek advice from their GP, Accident & Emergency department or NHS Direct 0845 4647 www.nhsdirect.nhs.uk regarding the specific symptoms of their child.

If your child is ill please contact the nursery as soon as possible so that we can communicate this to all parents and staff and if necessary the Health Protection Unit and Ofsted. It is important that you do this in case your child has come into contact with a pregnant member of staff or parent.

Special Educational Needs Policy

Policy Statement

- The nursery understands its responsibility to ensure positive attitudes to diversity and difference – not only so that every child is included and not disadvantaged, but also so that they learn from the earliest age to value diversity in others and grow up making a positive contribution to society.
- We aim to meet the needs of each child as an individual regardless of difference and diversity.
- All children are entitled to enjoy a full life in conditions which will help them take part in society and develop as an individual, with their own cultural and spiritual beliefs.
- We believe that all children should feel valued and confident and should be cared for in a warm and loving environment. We will work with parents at all stages of the child's education and care to ensure our principles are put into practice.

Our Special Educational Needs co-ordinator is

In line with guidance from the EYFS and in line with the SEN Code of Practice we will endeavour to:

- Be alert to the early signs of needs that could lead to later difficulties and respond quickly and appropriately, involving other agencies as necessary.
- Stretch and challenge all children.
- Encourage children to recognize their own unique qualities and the characteristics they share with other children.
- Challenge any inappropriate/negative attitudes displayed by staff, parents/carers or children.
- Engage children in anti-bias activities e.g. stories or persona dolls, which promote positive attitudes to all people regardless of their level of ability, appearance, mobility etc.
- Maintain records suitable for sharing with colleagues in an inter-agency team while acting as a point of contact for a child and their family.

Where staff feel that a child is not progressing in line with his/her peers they will speak to parents in the first instance to seek their opinion and to discuss how the child can best be helped. We aim to make any reasonable adjustments to our

setting required by individual children or parents. No outside agencies will be contacted without parental permission.

Where children are identified as needing extra support within the setting this is called **Early Years Action** and involves the SENco, the parents/carers and the child's key person working together to write an individual education plan to identify how the child will be given extra support. PLPs will be reviewed every three months by the SENco, the child's key person and the parents. Should this group, and particularly the parent, decide that the child needs further support then outside agencies will be contacted as appropriate.

When outside agencies are involved also, this is called **Early Years Action Plus**.

For the very small number of children whose needs cannot be met in the above way and whose needs are more severe and complex, the nursery staff will, with parent's/carer's permission request a formal assessment from the Local Education Authority.

When children transfer to their next setting we will work closely with that setting and the child's parents to ensure a smooth transition for the child.

If one or both parents have significant needs, we will support them to the best of our ability whilst keeping a focus on the child's needs.

All information kept on each child is confidential and Parents and Carers have free access to all information kept on their own child. (Except in exceptional cases where the Data Protection Act 1998 stipulates it is against the best interests of the child to do so.)

Review Process:

This setting is aware of the need to constantly review, monitor and evaluate our practices to ensure that they are effective. It is the duty of the S.E.N. Co-ordinator and the Manager to review the S.E.N. policy annually and to be aware on a daily basis of how this policy works in practice.

Triangle Day Nursery: Special Educational Needs and Disability Policy

Reviewed by Katherine Bonner - Sen co-ordinator
Overseen by Beverley Hall - Nursery Manager

THE LOCAL OFFER in Royal Greenwich
www.royalgreenwich.gov.uk/localoffer

Volunteers and Students Policy

The nursery is committed to providing a high standard of working practices for all apprentices students and volunteers.

All student and volunteer placements will be co-ordinated by the placement co-ordinators at the nursery, currently the responsibility of the deputy managers

Before starting all students and volunteers will have an induction with the co-ordinator covering the nursery's routines, policies, emergency procedures and the students' role within the nursery.

They will be assigned to a staff member who will be responsible for supervising their day to day work and completing the end of term report along with the placement co-ordinator.

Students are not included in the staff ratios nor will they be left on their own with a group of children.

The role will include:

- Joining in with the day to day activities and routines of the nursery,
- Using appropriate language and behaviour when working with the children.
- Accompanying groups of children along with other staff members on outings.
- Having understanding of the nursery rules as outlined in the Staff Handbook and Good Practice Guidelines.
- Helping out with some domestic tasks relating to the children such are lunchtime sleep time and some personal hygiene procedures, such as nappy changing and hand washing.
- Respecting and following all the nursery's procedures and policies
- Informing staff members about specific activities they need to undertake to complete their standards.
- Consulting with the key staff member placement co-ordinator or manager if they have any problems relating to the children, other staff members or any of the nursery practices or procedures.
- Attending regularly and punctually
- Informing the nursery if they are unable to attend.
- Completing a daily attendance sheet.

If the manager has cause to be dissatisfied with the conduct or behaviour of a student or volunteer for whatever reason she may contact the college and if necessary ask for them to be withdrawn.

Whistle Blowing Policy

Definition

Whistle blowing is raising a concern about malpractice within an organisation.

Protection

Triangle Day Nursery is committed to delivering a high quality daycare service promoting accountability and maintaining public confidence. This policy provides individuals in the workplace with protection from victimisation or punishment when they raise a genuine concern about misconduct or malpractice in the setting. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. The Act covers behaviour, which amounts to:

- A criminal Offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Deliberate concealment of information about any of the above

It is not intended that his policy be a substitute for, or an alternative to the nursery's formal complaints procedure. It is designed to nurture a culture of openness and transparency within the nursery, which makes it safe and acceptable for employees and volunteers to raise, in good faith, a concern they may have about misconduct and malpractice.

An employee or volunteer who, acting in good faith, wishes to raise such a concern should normally report the matter to the manager who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed.

Concerns should be investigated and resolved as quickly as possible. If an employee or volunteer feels the matter cannot be discussed with the manager, he or she should contact the Early Years Development worker or call Ofsted on 0300 123 1231 for advice on what steps to follow.

A disclosure in good faith to the manager will be protected. Confidentiality will be maintained wherever possible, and the employee or volunteer will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.