

# Elswick House Nursery School

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## **SETTING POLICIES & PROCEDURES 2018**

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## **Admissions Policy**

It is our intention to make Elswick House Nursery School accessible to children and families from the local area, through an open, fair and clearly communicated process.

Information about the Nursery is available on request by post, by telephone and from our web site at [www.elswicknursery.co.uk](http://www.elswicknursery.co.uk).

Prospective parents can visit the Nursery at any time during opening hours with prior appointment. They will be shown round the Nursery by the Proprietor, or the Nursery Manager, and their requirements discussed and the availability of places considered.

Elswick House has a 'first come, first served' policy with regard to admissions. We are open to all children within the required age range, regardless of sex, race, religion, colour, creed or mental or physical ability, dependent on there being spaces available and on the ability of parents to pay the fees. Children from all family compositions are welcome.

Every child is different and some will take longer to settle than others. New children attend for a 'short' half day to begin with, followed by a 'short' full day, both of which are free, to help them settle in to nursery. Parents are welcome to stay with their child for as long as they wish during this period. Nursery staff and parents must work together at this time to overcome any difficulties as quickly as possible. Once this has been achieved and the child is settled into the Nursery routine, full sessions can be arranged. Nursery fees are payable monthly in advance.

## **Baby Room Policy & Procedures**

At Elswick House we try to follow the routine of each child, rather than getting the child to follow a nursery routine. Children should be happy and stimulated – a crying baby is an unhappy baby and needs attention and cuddling.

### **Hygiene**

The highest standards of hygiene must be maintained at all times, with the toys and equipment being washed and disinfected weekly. The high chair and tables are cleaned and disinfected after every meal.

### **Safety**

Babies are not left unattended at any time, except when sleeping. At these times there are checks every 15 minutes. Shoulder straps are always used in the high chair and prams.

### **Meal times**

These are social occasions. The children should be sitting down when eating or drinking. Wandering around the room at meal times is discouraged. If possible, members of staff sit with the children and talk to them and encourage them to eat, helping if necessary.

Children's hands and faces are cleaned before and after meals. Food is always served on a plate or bowl, one course at a time in appropriate quantities. Good habits are encouraged. Dropping food on the floor and taking other children's food is discouraged. When the children are about eighteen months old and able to feed themselves, the babies may choose to have Nursery meals.

### **Nappy changing**

Children in nappies will be changed every four hours to keep them comfortable and to avoid nappy rash. They will also be changed more frequently if they are soiled, or considered overly wet.

- Aprons and gloves are available and must
- be used. Nappies, wipes, cream, etc should be assembled before preparing the baby.
- The bin liner should be twisted and the lid replaced after each nappy.
- The changing mat should be wiped and disinfected and dried with paper towels after each change.
- No baby should be left unattended or un-held on the changing mat.
- Hands should be washed after each set of changes.
- Babies should be constantly talked to.

**NB** Parents must provide nappies, wet-wipes and any creams their child will need.

### **Sleep time**

All babies have their own sheets and blankets provided by Elswick House. To prevent cross-infection, these are kept in the babies' own personal bags.

All baby linen is washed weekly in a hot wash. Babies sleep in the Sleep Room and are checked every 15 minutes and this is recorded on the Sleep Room Record Chart. There are also sleep monitors connecting the Sleep Room with the Baby Room. Pushchairs are also available for sleeping if required.

### **Playtime**

Children need stimulation at all times. A variety of toys is always provided for the babies.

There is a period of structured activity each day, in line with the EYFS framework.

Activities include:- Singing, musical instruments, messy play (to include painting with brushes, finger-painting, hand and foot prints), sand play, water play, play dough, play-with-pasta (raw and cooked) and making an obstacle course with climbing apparatus.

Each baby should have a minimum of five minutes individual attention each day, playing, reading or singing. Small babies need a period lying on the floor for kicking and rolling.

All babies should spend as much time in the garden as possible, depending upon the weather. Sleeping, wrapped up warmly in a pram takes place outside whenever possible.

### **Daily Diary**

A daily diary is kept of each child to record their activities, eating and sleeping periods, any bumps or falls, or special messages. This diary should be used as an active link with the parents. A general diary should be kept of the activities and daily routine of the Baby Room.

### **Key Carers (Key Persons)**

At Elswick House we follow a Key Carer system. The names of the Key Carers and the children in their care are posted in the vestibule. The role of the Key Carer in the Baby Room is essentially to be a 'special' carer for the baby while the child is at Elswick House. Where possible the Key Carer will be there to greet the child and their parents on arrival and to take the child from the parents; also, to return the child to the parents at the end of the day or session and to inform the parents about the child's day. The Key Carer might be the first point of reference for parents, but not necessarily. As Elswick House is a small nursery, all the staff have a very good knowledge of all of the children and their needs and, like their children, parents may choose to talk with other members of the Baby Room with whom they may feel particularly comfortable. In so far as they can the Key Carers are responsible for the needs of the children – feeding them, changing their nappies, playing with them, stimulating them, putting them to sleep and generally caring for them.

Key Carers also play an essential part in the child's developmental progress. They use ongoing observations of the children to monitor how each one is developing and they use this information to plan challenging and enjoyable experiences for the children in all three Prime areas of learning and development. The Key Carer may talk about the child's progress informally with parents at delivery and collection times and will have more formal arranged meetings with the parents during the year.

Within each Area of Learning there are **Early Learning Goals**, which most children are expected to reach by the end of their Reception year. When the children are aged between 24 and 36 months, a short written summary of their progress in the three prime areas is completed by the Key Carer. This **Progress Check at Age Two**, which should coincide with the child's Health Check,\* is important as it helps to identify any areas, in which a child may be developing at a faster, or slower, pace than the expected level of progress for their age. If a child's progress in any prime area gives cause for concern, additional support for the child may be provided.

*\* Parents are asked to inform Key Carers of a child's impending Health Check.*

## **Behaviour Policy**

Elswick House Nursery School believes in promoting positive behaviour by acknowledging it whenever the opportunity arises and by praising the children for it.

Our aim is to:-

- treat each other with fairness and respect;
- learn the value of friendship;
- praise effort and to share in the success of others;
- behave within the socially acceptable boundaries set by the Nursery;
- provide a caring and positive learning environment which is safe, stimulating and appropriate to the stage of development of each child;
- respect and care for the Nursery building, the garden, Nursery equipment and also other peoples' belongings.

The children at Elswick House are confident and very independent. Elswick House has a warm, friendly, family atmosphere in which children feel safe, secure and happy. Every child at Elswick House is recognised for their individuality and potential, and given love, respect and attention. Members of staff provide the reassurance and encouragement, which children need to develop their self-esteem and to become more confident and independent as they face fresh challenges in their daily lives. Within this loving and supportive environment, the children respond very positively.

Children are encouraged to recognise that bullying, fighting, hurting and name calling of any description is not acceptable behaviour, and that certain actions are right and that others are not. Children are given consistent boundaries of behaviour. These are set to allow the children to develop their own attitudes and character, without restricting those of others around them. Sanctions take into account the age and development of the child, and are enforced only in a caring situation. Rules are applied consistently, so that children have the security of knowing what to expect and can build up positive habits of behaviour. Corporal punishment, such as smacking or shaking, is never acceptable. In any case of misbehaviour, it will always be made clear to the child, or children, concerned that it is the behaviour, and not the child, that is unwelcome.

Children, who behave inappropriately, for example with physical or verbal abuse, are given one-to-one adult support in discussing what was wrong with their behaviour and why, and how, they should behave more appropriately. In certain situations, it may be deemed necessary to remove a child from the group and, when the situation has 'cooled', for the child to be spoken to quietly and calmly to get them to acknowledge their poor behaviour and to consider the consequences of it. The child will then be hugged, forgiven and allowed to return to the group.

Incidences of bad or inappropriate behaviour are rare. Where it is deemed necessary to intervene, for instance if he/she is biting or hitting or bullying another child, the incident is recorded on a Staff Intervention Sheet. We intervene to stop the child harming the other child or children.

*'Everyone is friends at Elswick House'* is our maxim in the face of bullying, or unsociable behaviour. Any child who says "You are not my friend", or refuses to let another child play a game, or indulges in the minor bullying characteristic of this age group, is told *'Everyone is friends at Elswick House'*. If the bullying persists, the perpetrator is removed from the group, so the group can reform to include the child being bullied. The child doing the bullying is then spoken to and told why his/her behaviour is unacceptable. The child may be occupied in some other way before being returned to the group, where it is no longer easy to use unsociable behaviour.

When children bully and it becomes an issue, we discuss what has happened with their parents and, with them, devise a plan for handling the child's behaviour.

When children are bullied we talk with their parents about what has happened and explain that the child who has been doing the bullying is being helped to adopt more acceptable ways of behaving.

We do not label children who bully. Positive steps are taken to avoid a situation in which a child receives adult attention only in return for undesirable behaviour.

**Biting.** Biting is a natural stage that some small children go through. It is not very sociable behaviour, but it will pass. It is distressing for the parents of the bitten child, particularly if it is a recurring problem, and also for the parents of the biter, who may be mortified that their child is biting.

*There is much advice about biting to be found on the internet, some good, some not so good. The attached article, entitled "BITING IN THE TODDLER YEARS" by LINDA PASSMARK Ph.D., is particularly helpful and can be found at [http://www.naturalchild.org/guest/linda\\_passmark.html](http://www.naturalchild.org/guest/linda_passmark.html).*

## **British Values Policy**

At Elswick House British values have for many years been firmly embedded in the work that we do. Teaching British values means providing a curriculum which 'actively promotes the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance.

### **Democracy**

At Elswick House we provide opportunities for the children to make decisions about what they want to do and how they're going to use the resources available to them. The decisions may be made individually, like 'Which book shall we read today?' or a group decision may be made, such as 'Which path shall we take?' on our walks, or 'What shall we play?' during free play in the garden. Members of staff support their decisions, providing activities that involve sharing, taking turns and collaboration and encourage the children to respect the decisions others have made.

### **Rule of law**

The children are taught that rules matter and that they apply to everyone. The children begin to understand right from wrong and how to behave within agreed and clearly defined boundaries, learning how to manage their feelings in the process.

### **Individual liberty**

Every day we provide opportunities for the children to make choices of their own and to find out more about themselves. As they climb on the climbing frame or on the tree house, experiment with their own colours for painting, or take part in an egg and spoon race on Sports Day, they are learning more about themselves, gaining in confidence and self-esteem. Every time a child strokes a new born lamb, splashes in a muddy puddle with a friend, or collects eggs from the chickens, we are giving the children the time and space to explore their feelings and to express themselves in different ways.

### **Mutual respect and tolerance:**

At Elswick House we believe in inclusivity and tolerance and the children learn to treat others as they want to be treated themselves. We teach the children to accept and respect difference, irrespective of gender, sexuality, age, race, religion, colour, marital status, or physical, or mental ability. We believe that everyone attending the nursery should be treated equally and fairly and have equal access to all aspects of the nursery from the day they first start at Elswick House to the day they leave. A much used maxim at Elswick House is '*Everyone is friends at Elswick House*'. We encourage friendships because they give the children opportunities to learn the importance of tolerant behaviours such as sharing, taking turns, helping others and respecting other's opinions.

## **Complaints Procedure**

Elswick House Nursery School will deal objectively and constructively with any grievances parents may have. Anyone who uses this procedure can do so with the confidence that their problem will be dealt with fairly and promptly.

The Complaints Procedure is posted on the Parents' Noticeboard. Copies of this (and all other policies and procedures) can be viewed on our website and are available on request.

**Stage 1**:- Parents are encouraged to communicate with the nursery staff on a day-to-day basis, so that any issues or worries parents may have can be resolved promptly. Most problems can be dealt with informally to everyone's satisfaction.

**Stage 2**:- If the issue has not been resolved by talking with the parents and, if necessary, taking appropriate and prompt action, the parent may move to Stage 2 of the procedure, in which the parent makes a formal complaint. The complaint must be put in writing (letter or E-mail) and addressed to the Nursery Manager, and/or to Mrs Linden Green, the Proprietor.

The Nursery Manager and/or Proprietor will investigate the problem and report back to the parent with their findings and details of action to be taken, and the timescale involved.

The findings and the action taken must be reported back to the parent within 28 days. The Nursery Manager and/or Proprietor establish whether the complainant is satisfied with the outcome.

Full details of the complaint, the findings and the action to be taken are recorded on the Elswick House Complaints Record Sheet.

**Stage 3**:- If the parent is not satisfied with the outcome he/she may request a meeting with the Nursery Manager and/or Proprietor. An agreed written record of the meeting is made as well as any decision or action to be taken as a result. Both parties sign the record and receive a copy of it. Details of the meeting are also added to the Elswick House Complaints Record Sheet.

**Stage 4**:- If at the Stage 3 meeting the parent cannot reach agreement with the Nursery, an external mediator may be invited in to help to settle the complaint. The person should be acceptable to both parties, listen to both sides and offer advice. The mediator has no legal powers, but can help to define the problem, review the action taken to date and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential and may hold separate talks with the Nursery Manager and/or Mrs Linden Green and the parent. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she may give.

**Stage 5:-**

When the mediator has concluded his/her investigations, a final meeting between the parent and the Nursery Manager and/or Mrs Linden Green is held. The purpose of the meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

**Stage 5:-** The parent has the right to write, or telephone, with their complaint to the Office for Standards in Education (Ofsted) at any stage of this procedure.

The current address for Ofsted is:-

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

**Tel:- 0300 123 1231**

These details are set out on the Parents Noticeboard.

If a parent has made a complaint about the way their data is being handled and remains dissatisfied after raising their concern with us, recourse can be made to the Information Commissioner's Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Cheshire, SK9 5AF.

A record of complaints in relation to Elswick House Nursery School, or the children, or the members of staff is kept for at least three years, including the nature of the complaint, the date and how the complaint was managed.

## **Fire Policy and Procedure**

The main escape routes will be down the stairs and out through the Nursery front door, or into the front via the Baby Room, Sleep Room and Garage.

The Assembly Point is by the bins in the front drive. Gates must be closed.

Fire extinguishers are located in the Nursery kitchen, the Baby Room, the Craft Room and at the top and bottom of the stairs. There is a fire blanket in the Craft Room by the door into the house kitchen.

1. In the event of a fire, the person finding the fire breaks the glass on the fire alarm at the bottom of the stairs.
2. Then the Fire Brigade must be called by dialling 999 on any of the telephones, giving the name and address of the Nursery School.

**Address:-**                    **Elswick House Nursery School,  
Fisherwick Road,  
Whittington,  
Near Lichfield.  
WS14 9LH**

**Directions :-**                **Opposite Babbington Close and the Dog Inn car park.**

3. The senior member of staff is responsible for picking up a mobile phone, the Signing In/Signing Out Sheet from the Craft Room and the Pink Folder from the kitchen and taking them to the Assembly Point, helping to gather up any children from the Craft Room on the way.

## **Evacuation from the Nursery**

### **Evacuation procedure from Craft Room:-**

Staff will gather the children from the Craft Room, checking the toilet and making sure none are missing, and take them calmly into the front, via the Nursery front door, where they will assemble in an orderly fashion by the bins.

If the route to the Nursery front door is blocked they should go through the house and exit via the house front door.

If there is a second member of staff helping in the Craft Room at the time, they must immediately go to the Baby Room to assist with the evacuation of the babies and any sleeping children.

**Evacuation procedure from upstairs:-**

Staff will gather the children from the rooms being used, making sure none are missed, and the first member of staff descending the stairs will calmly lead the children down the stairs and out through the Nursery front door into the front drive, where they will assemble in an orderly fashion by the bins. Having made sure that no children are left upstairs, the last member of staff will usher the children from the rear to the Assembly Point.

If she is not the last member of staff, the second member of staff to descend will help the children down the stairs, before going to the Baby Room to assist in the evacuation of the babies and any sleeping children.

**Fire in the vestibule:-** In the event of a fire in the vestibule making it impossible for people upstairs to descend the stairs, they are to collect in the end room and lie on the floor until help arrives.

**Evacuation procedure from the Baby Room:-**

Members of staff will gather the children from the Baby Rooms and the Sleep Room, making sure none are missed, and take them calmly through the Sleep Room and out through the Garage/Store Room, where they will assemble in an orderly fashion around the bins. They should be assisted in the evacuation process by other members of staff from upstairs and/or from the Craft Room.

**Assembly and Registration:-**

Children will assemble in a calm and orderly manner by the bins. The children will sit quietly while the register is taken and will remain away from the building until given the all-clear by the Fire Brigade.

**In the case of a real fire, the children will be escorted across the road and into the car park of The Dog Inn.**

## Green Policy

We believe that Elswick House Nursery School should conduct its business in a responsible way and that we should set the right example to the children in our care, teaching them good habits in relation to the environment.

We support a range of green measures but do nothing which might adversely affect or compromise the health, safety or wellbeing of the children, or the standard of service we provide.

- We have changed our standard incandescent light bulbs to energy efficient ones, which has resulted in significant savings of electricity.
- We use thermometers to regulate room temperatures.
- We have also reduced wastage of electricity in the Nursery by turning off all electrical appliances at the end of the day and not leaving them on 'stand by'.
- We also recycle, re-use and reduce wherever we can.
- We use within the nursery the apples we harvest from our fruit trees and the eggs from our chickens and quail.
- We compost much of our garden waste.

Wherever possible we try to engage the children with environmental matters to develop their awareness of their rural surroundings.

- We take the children on local walks and we visit nearby woodland areas so that the children can begin to learn about the geography of the area and discover things about their local fauna and flora\*.
- We visit several farms every year, where the children can see and touch some of the animals and where they can start to appreciate where their food comes from\*.
- The children help to feed our very own guinea pigs, quail and hens\*. Keeping pets is an excellent way for children to learn about responsibility, as well as helping them to develop a kind, caring attitude towards both animals and people. They can also gain other important life skills such as patience, empathy and nurturing ability.
- The children take turns helping to collect the chicken and quail eggs\*. We usually give the quail eggs away to the parents.
- The older children help to cultivate the garden, growing sunflowers, sweet peas and potatoes. We grow our very own pumpkins for Halloween, cabbages for the guinea pigs and other vegetables, such as carrots, for mealtimes\*.
- The children help to collect the apples from our apple trees. We use some of the apples in the nursery and offer them to our parents to take home. The children also use an apple press to make apple juice and make apple crumble and apple pie with apples they have picked\*.
- Our "Wild Things" programme provides many opportunities for the children to enhance their knowledge and understanding of the countryside and the natural world.

\* *Hand washing procedure in place.*

## **Grouping of Children Policy**

Elswick House has a maximum of 9 children in the Baby Unit and a further 22 children of mixed ages from 18 months to School Age. Though circumstances may dictate that this balance may change, there are never more than 31 children in total in the Nursery at any one time. With the small number of older ones that we have and given the arrangement of the Play Rooms, we feel the children benefit by not being divided into classes. Numbers in groups at different times of the day may be very fluid.

The children are allowed to move from activity to activity and play area to play area, as their interest dictates. In each play area there is an experienced member of staff to assist and stimulate the children.

Each child may stay as long as he/she wants at an activity, thereby achieving a high level of personal satisfaction. This system works well at Elswick House.

During the day small groups of children participate in a wide range of activities and numbers of participating children at any one time may change. For example, one group may go to the classroom for Pre-School work, or to use the computer; another child or group of children may participate in craft activities, or play with sand, playdough, or water before returning to the main group.

There are certain times during the day when 'whole group' activities take place. For example, Story Time and Singing in the morning; and Storytime, Names and Singing after lunch.

At Elswick House we follow a Key Carer system. The role of the Key Carer is to be a 'special' carer for the child, responsible for their happiness and well-being. Where possible the Key Carer will be there to greet the child and their parents on arrival and to take the child from the parents. At the end of the day, or session, the Key Carer will return the child to the parents, and inform them about their child's day. In so far as they can the Key Carers are responsible for the needs of the children – feeding them, changing their nappies, playing with them, stimulating them, putting them to sleep and generally caring for them.

In the Baby Room each child has an individual Key Carer, who will greet the child and liaise with the parents regarding their child's needs. However as the Baby Room is a very small unit with only 9 babies and 3 permanent staff, all staff and babies know each other well and have a good, close relationship with each other, so if one of the Key Carers is absent through illness or due to holidays, the other members of staff can speak with intimate knowledge of the baby's needs and progress when reporting back to parents.

The Pre-School Teacher, together with an assistant, is normally Key Carer to all the children in the pre-school group - usually a small number of children, not all of whom are full timers - as the teacher has an in-depth knowledge of the children's progress and development.

Each child in the Toddler Room is assigned an individual Key Carer. However, their Key Carer is 'buddy' to another Key Carer, so every child has a back-up. We found that many children in the Toddler Room were there for longer hours than the staff and it was almost impossible for a Key Carer on their own, to both greet the child in the morning and be there to hand over the child in the evening. The 'buddy' system works well and it has the added benefit that each child has an alternative carer if their Key Carer is away sick, or on holiday.

Parents may make appointments during the year to meet with Key Carers, or other members of staff, for a more wide-ranging or in-depth progress report.

The names of the Key Carers and the children in their care are posted in the vestibule.

## **Health and Safety Policy**

The aim is to ensure that all reasonable steps are taken to provide a safe and healthy environment for all persons using the premises.

1. Risk assessments of the premises are carried out twice a year by the Proprietor and/or Nursery Manager. The exercise includes checking for hazards and risks indoors and outside, and in all our activities and procedures. It is important that all members of staff are familiar with risk issues in the Nursery. After each check copies of the Premises Risk Assessment document are placed upstairs and downstairs in the Nursery and all members of staff are expected to read them. Having done so, they sign to record the fact that they have read it. Periodically in staff meetings, risk assessment issues may be discussed or form part of the agenda.
2. Elswick House Nursery has a NO SMOKING policy on the premises (including the grounds). Members of staff who smoke must go off the premises to do so and must remove their Elswick House uniform or cover it up, as smoke clings to clothing. Members of staff who smoke must also be aware that cigarette smoke remains on their breath for 30 minutes after smoking. They should take care not to breathe over babies at this time.
3. Members of staff observe hygiene practices aimed at prevention and control of all infectious illnesses.
4. Staff are required to receive First Aid training, and Food Hygiene and Safeguarding Certification. The COSSH Rep deals with accidents and spillages of household substances and chemicals.
5. Those preparing food hold, or are under the supervision of someone, who holds, a current food Hygiene Certificate.
6. Parental consent must be sought if children are to take part in general cooking. Parental consent must also be sought if children are to be allowed to serve food and drink to other children and to receive them from other children.
7. **Administering medicines**
  - i. Medication should be administered by the parents for the first 24/48 hours. Members of staff should not do so in case of an allergic reaction.
  - ii. If possible a child's parent should administer prescribed medicine at home. If not, designated senior members of staff must administer the prescribed medicine. Members of staff should check with parents that the child has not suffered any adverse effects from the medicine before
  - iii. Medicines must be stored in their original containers, clearly labelled with the child's name, dosage and relevant instructions and be inaccessible to children. Calpol must be stored in the refrigerator in the Storage Room.

- iv. Written consent is normally required from the parent/carer before any medication is administered – this is mandatory for prescribed and non-prescribed medicines. However, if a child develops a temperature whilst at Nursery and parents cannot be contacted, the Proprietor/Nursery Manager/Room Supervisor will take responsibility for administering the minimum dose of Calpol (or equivalent). This action will only be taken after repeated attempts to contact parents.
  - v. The Elswick House Medication Sheet must be used to keep a detailed written record of all medicines, including:-
    - Name of medicine and Expiry Date
    - Dosage
    - Time last given at home
    - Time to be given at Nursery
    - Parent Signature
    - Staff administering signature
    - Staff witness signature
  - v. Prescribed medication. Prescribed medication must not be administered, unless it has been prescribed by a doctor, dentist, nurse or pharmacist. Medicines containing aspirin should only be given if prescribed by a doctor. If the prescription is not evident the medication should not be administered. The member of staff should not go with the word of the parent. In the event of the prescription of medication requiring technical/medical knowledge, ie Epipen or inhalers, individual training should be provided to staff from a qualified health professional. Training must be specific to the individual child. Parents must also fill in the details of the medication on the Medication Sheet and ensure they sign it to give their consent.
  - vi. Non-prescribed medication. If parents wish staff to administer non-prescribed medication - for example teething gel, cough linctus, Calpol, Ibuprofen or other generic painkillers - the parents must supply a named bottle. This must be clearly labelled and stored as in 8.iii above. Parents must also fill in the details on the Medication Sheet and ensure they sign it to give their consent. Blanket consent should not be given by the parent to cover all non-prescribed medication. If during the day the child's condition improves and it is felt that the child does not need the painkiller, then the staff reserve the right not to administer the medication. If during the day, a child develops a temperature and it is felt that he/she may need non-prescribed medication, parents will be contacted to give verbal consent. The appropriate medication form must be signed by the parents when they come into Nursery to collect their child.
8. Parents must sign a consent form to allow staff to apply dressings or elastoplast to an open wound.
  9. Parents must sign a consent form to allow the Nursery Manager or the Proprietor to seek emergency treatment or advice if a parent/carer cannot be contacted and the child has to go to hospital.

10. If a child sustains a significant head injury or bruising whilst at Nursery, parents/carers must be informed by telephone. The standard Accident/Incident Record sheet is completed and a 'Bump' Note given to the parents.
11. In the event of a child arriving at Nursery with evidence of an injury/bruising sustained at home, parents are required to fill in details in the Home Report Sheet.
12. On departure, children will only be released into the care of a parent/carer, or an adult approved and designated by the child's parent/carer. A child known to be living with a 'single' parent is considered to be in the custody of that parent and may be collected by the other parent, only with the knowledge and permission of the custodial parent.
13. When the nursery is in operation, there will always be a minimum of two staff present. Volunteers and students will not be included in the staffing ratios and will not be left alone with the children. Visitors will be noted at the bottom of the Arrivals and Departures Register.
14. There is a single door leading off the premises – the front door. Staff and parents enter using the 'fingerprint recognition' device at the door. (The digital security pad is only functional as a back-up should there be a problem with the fingerprint recognition.) Notices inside by the door remind parents that older brothers and sisters of children at Elswick House must not attempt to open the door from the inside by themselves when they leave. Parents are also requested to make sure that the door is securely shut behind them whenever they enter or leave the premises.
15. All members of staff must remain vigilant regarding the opening and shutting of the front door. A buzzer on the door alerts everyone to the fact that the front door has been opened for someone to enter or leave the premises. The door must not be left open when an unidentified visitor calls.
16. A prompt on the back of the door reminds members of staff about the correct procedure for visitors.
  - *Can I help you. Ask them their business.*
  - *Ask them for some ID, or password (if they have been nominated by parents to collect a child from Nursery and are not known to us.)*
  - *Ask them to turn off their mobile phone before they enter.*
  - *Ask them to sign in.*
  - *If they have a bag (which may contain medication) ask them to leave it in the kitchen.*
  - *If possible, do not leave them alone.*
  - *Ask them to sign out on leaving.*
17. Should the member of staff decide to bring the Nursery Manager or the Proprietor to the door, rather than admitting the visitor, the door must be shut on the visitor (*the reason for this can be explained to the visitor, who will, most likely, fully understand*), while the Nursery Manager or the Proprietor is located.

18. On outings and visits there are always appropriate staff ratios and a minimum of two adults. Written parental consent is sought before a child is taken on an outing or visit (See Outings, Trips and Visits Policy for exceptions). A separate Risk Assessment is made for an outing, trip or visit when it is deemed necessary (See Outings, Trips and Visits Policy for exceptions).
19. First Aid boxes are kept fully stocked and regularly checked. A registered First Aider is present at all times. Every effort is made to contact the parent/carer of a sick or injured child. If necessary, an ambulance is summoned and the child accompanied to hospital by a member of staff.
20. Accidents are recorded on an Accident/Incident Record Sheet, showing the nature of the accident, the date and time it happened and any treatment given. The person collecting the child is asked to sign the sheet, which is then filed. If the child has fallen and bumped the back of the head parents may also be given a 'bump' note. An audit of accidents is carried out periodically to see whether any significant patterns appear.
21. Staff and children should be made aware of Fire Procedure. Fire drill practice will be carried out regularly. All exits must be kept clear and unlocked at all times during the opening hours of the nursery. In the unlikely event of a child, parent, member of staff or any other person suffering death, a major injury (*anything requiring an overnight stay in hospital*), or a reportable disease on the premises, the HSE Incident Contact Centre must be contacted on **0845 3009923**. The advisor there will fill in a RIDDOR Form on the Nursery's behalf. A copy of the completed form will be sent to us and the accuracy of the details can be compared with our own record of the incident on our Accident/Incident Record Sheet. Alternatively reporting of the incident can be made by e-mail to [riddor@natbrit.com](mailto:riddor@natbrit.com). OFSTED must also be informed.

*(For more information about RIDDOR go to [www.hse.gov.uk/riddor/index.htm](http://www.hse.gov.uk/riddor/index.htm).)*

22. Broken toys, worn fixtures or fittings, or any perceived danger, must be noted and reported to the Nursery Manager and/or Proprietor. This is the responsibility of all members of staff. All sharp knives, scissors, cleaning chemicals and other hazardous items must be kept out of children's reach at all times.
23. Safety plugs should protect all electrical sockets.
24. Broken toys, worn fixtures or fittings, or any perceived danger, must be noted and reported to the Nursery Manager and/or Proprietor. This is the responsibility of all members of staff. All sharp knives, scissors, cleaning chemicals and other hazardous items must be kept out of children's reach at all times.
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26. Broken toys, worn fixtures or fittings, or any perceived danger, must be noted and reported to the Nursery Manager and/or Proprietor. This is the
27. responsibility of all members of staff. All sharp knives, scissors, cleaning chemicals and other hazardous items must be kept out of children's reach at all times.
28. Safety plugs should protect all electrical sockets.
29. **Nappy Changing**  
Parents must provide nappies, wet-wipes and any creams their child will need. Children in nappies will be changed every four hours to keep them comfortable and to avoid nappy rash. They will also be changed as necessary, if they are soiled or considered overly wet.
30. **Toilet Training**  
The staff at Elswick House are experienced in helping parents decide if their child is ready for toilet training. Parents should not hesitate to ask for advice or support\*. Good hygiene practices are always followed at the Nursery and the children are shown how to use the toilet and wash their hands each time they use the lavatory. 'Accidents' are dealt with calmly, sympathetically and in a way, which does not make the child feel they have done anything wrong.

\* *A Potty Training leaflet is available for parents.*

## **Specific Risks**

31. **Stairs**  
The top gate must always be fastened. The younger and less able children should be accompanied up and down the stairs with a member of staff holding their hand when necessary, and always being alongside or below the child.
32. **Garden**  
The garden should be checked by a member of staff before the children go into the garden, using the Garden Check List by the door into the garden. There should be supervision of all children in the garden at all times. There should normally be three members of staff in the garden, depending on the number of children out there. Risk areas include climbing frames, the tree house, hard surface areas and all steps. Children should always be supervised when climbing, with care taken to allow them to extend their skills within their ability range. Children need to be supervised on the riding toys. Members of staff should be particularly vigilant in keeping the children away from the steps, leading down to the backyard, which is out of bounds.

33. The correct child ratios should always be observed. These are:-.

- 0 - 18 months = 1: 3
- 18 months to 2 years = 1: 3
- 2 years to 3 years = 1: 4
- 3 years + = 1: 8

34. **Lifting and carrying**

Members of staff should observe recommended safe lifting practice for small children (and other loads) as illustrated by poster in the Nursery. A 'Hippy Chick' should be worn at all times when a baby is being carried for any length of time, to provide proper back support.

## Information sharing

*'The decisions about how much information to share, with whom and when, can have a profound impact on individuals' lives. It could ensure that an individual receives the right services at the right time. At the other end of the spectrum it could be the difference between life and death.'*

### **Policy**

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

We record and share information about children and their families in line with the six principles of the General Data Protection Regulations (GDPR) (2018).

The six GDPR principles state that personal data must be:

1. *Processed fairly, lawfully and in a transparent manner in relation to the data subject.*
2. *Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.*
3. *Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.*
4. *Accurate and where necessary, kept up to date.*
5. *Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the data is processed.*
6. *Processed in a way that ensures appropriate security of the personal data including protection against accidental loss, destruction or damage, using appropriate technical or organisational measures.*

It is our intention to follow these guidelines. We make every effort to comply with them.

### **Procedures**

Our Procedures are based on the GDPR principles as listed above. We also follow the guidance on information sharing from the Local Safeguarding Children Board.

We are open and honest with parents from the outset about why, what, how and with whom information will, or could be shared. When starting their child at Elswick House our Privacy Notice for Parents is explained to parents and they are informed how they can access the Privacy Notice and our Policies and Procedures online. Hard copies of both are available on request. Our Information Sharing Policy is explained so that parents know when information will be shared with external agencies, for example with regard to any special needs the child may have, or transition to school. Parents are also made aware of the circumstances in which information may be shared without their consent. This will only be when it is a safeguarding matter.

Our Safeguarding Children Policy sets out the duty of all members of staff to refer concerns to the Nursery Manager and/or Proprietor, as designated persons, who will follow due procedure as set out in the Policy. It is important to ensure that the information we record and share is necessary for the purpose for which we are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date and is shared securely.

We respect the wishes of those, who do not consent to share confidential information. However, we will still share information without consent if, in our judgement, there is good reason to do so, such as where child safety may be at risk or there is a legal obligation. Where consent has been given, information may be shared as appropriate, but we are mindful that an individual might not expect information to be shared. Where information is shared, we record the reasons for doing so in the child's file.

### **Transfer of Records to School or another Setting**

If a child attends another setting, we try to establish a regular two-way flow of appropriate information with parents and other providers. Where appropriate, we will incorporate comments from other providers, as well as parents, into the child's records.

Many of our children remain at Elswick House until they go to school. However, we recognise that children may sometimes move to another early years setting before they go on to school. We prepare children for these transitions and involve parents and the other setting or school in this process. We prepare records about the children's development and learning during their time at Elswick House and share this information with the receiving setting or reception class to enable as smooth a transition as possible.

These records are confidential.

- Using our assessment of the child, the Nursery Manager will prepare a summary of their achievements in the seven areas of learning and development.
- The record also permits input from the parents.
- The document may be accompanied by other evidence, such as photos or drawings that the child has made.
- The record refers to:
  - a) any additional language spoken by the child and his or her progress in both languages;
  - b) any additional needs that we have identified or addressed;
  - c) any special needs or disability, whether an EHA has been raised in respect of special needs or disability, and whether there is a Health Care Plan in place.
- The other setting or school will need to have a record of any safeguarding or child protection concerns that were raised at Elswick House and what was done about them. The concerns are summarised and sent to the other setting or school, along with the date of the last professional meeting or case conference.

- Where a CAF has been raised in respect of any welfare concerns, the name and contact details of the lead professional is passed on to the other setting or school. Where there has been an S47 investigation regarding a child protection concern, the name and contact details of the child's social worker are passed on to the other setting or school – regardless of the outcome of the investigation.

## **Consent**

When parents choose Elswick House for their child, they will share information about themselves and their families. This information is regarded as confidential.

In most cases, we will seek parental consent to share information. However, under certain circumstances we may not seek their consent, or may override their refusal to give consent. Our Policies and Procedures, which can be accessed from our website, or are available as hard copy on request, set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden. We also inform parents of this verbally when the Information Sharing Policy is explained to the Parents during the registration process when the child is first enrolled at Elswick House.

We ask parents to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider/school.

Consent must be freely given and informed - that is the person giving consent needs to understand why information will be shared, what will be shared, who will see information, the purpose of sharing it and the implications for them of sharing that information as detailed in the Privacy Notice. Consent can be withdrawn at any time.

## **Keeping Healthy Policy**

Elswick House believes that children need good food, plenty of fresh air and lots of exercise. At Elswick House we aim to provide a setting that is stimulating, interesting, imaginative and that allows children to stretch their bodies and their minds.

We like the children to spend the maximum amount of time possible in physical activity in the garden. If this is not feasible due to the weather, active indoor play is organised indoors.

The garden is designed to allow the children to run, hide, explore, climb, crawl, play and have fun. It is equipped with a wide range of equipment to allow children of all ages to develop physical strength and skills, body awareness and imagination. Sometimes activities are organised by members of staff, at other times the children engage in their own free play.

Visits are regularly made to local parks, such as the Swan Park, nearby woodland areas, such as Freeford Woods and farms, such as Sheepwash farm. Our Wild Things Programme provides many opportunities for the children to explore the local countryside. The children also go for walks around the village, to the canal, to Bit End field and to various municipal play areas to widen their knowledge and understanding of the local area and to develop their curiosity for their immediate environment. The Baby Room staff regularly take the babies for walks to the canal, Bit End Field, around the village to local play areas and to Sheepwash Farm as well.

Good food is essential too and our menus are varied and interesting. We always aim to give the children a freshly cooked meal at lunchtime with a variety of steamed vegetables, and usually some kind of milk pudding - chocolate semolina is the favourite! At break time every morning the children are given toast and raisins and, in the afternoon, organic milk and fresh fruit. We encourage the children to drink plenty of water at other times of the day. We give the children a minimum of 3 of their daily quota of 5 fruits, at the same time introducing them to some that are more exotic - melons, peaches, apricots and blueberries. In Autumn the apples come from our own trees and in summer, we pick our own strawberries and raspberries from a nearby farm.

Each day's menu is displayed in the vestibule for parents' information, so that they can complement their child's diet with the food served at home.

## **Late Collection of a Child Policy**

In the event of parents failing to collect their child within nursery hours, the child will be kept at the nursery while attempts are made to reach the parents or the emergency contacts. The child will receive a high standard of care to cause as little distress to the child as possible. Parents can be reassured that their children will be properly cared for.

In the event of a child not being collected on time, we try to ensure that two members of staff wait with the child. When the parents do arrive, an explanation is expected.

### **If a child is not collected at their expected collection time, we follow the procedures below:**

- The child's file is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers is kept in the pink folder - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.

After 6.00pm we reserve the right to make a late collection charge of £5.00 per quarter hour of an hour, or part thereof.

If no-one has collected the child by 6.30pm and there is no named contact, who can be contacted to collect the child, the First Response Out of Hours Duty Team will be contacted and their advice will be followed. Their number is as follows:-

**Out of Hours Duty Team:-           0845 602886**

In the unlikely event of the First Response Out of Hours Duty Team being unavailable we will contact the local police. A full written report of the incident should be recorded in the child's file.

In the event of the proprietor's absence from the Nursery at the time, his/her mobile number is **07539 326777**, should the member(s) of staff need additional advice.

## **Lost Child Policy & Procedure**

Every effort is made to ensure the safety and wellbeing of all children in our care.

The setting is very secure, so it is highly unlikely that a child could 'escape'. There is a single door leading off the premises – the front door. Staff and parents enter using the 'fingerprint recognition' device at the door. (The digital security pad is only functional as a back-up should there be a problem with the fingerprint recognition.) Notices inside by the door remind parents that older brothers and sisters of children at Elswick House must not attempt to open the door from the inside by themselves when they leave. Parents are also requested to make sure that the door is securely shut behind them whenever they enter or leave the premises.

The door must not be left open when an unidentified visitor calls. The door must be shut on the visitor (*the reason for this can be explained to the visitor, who will, most likely, fully understand*), while the person's identity is confirmed, or the purpose of the visit ascertained.

The garden at the back is bordered by secure walls on two sides and by a high hedge and a fence.

### **In the event of a child getting lost at/from Elswick House:-**

All the children are assembled in one place and the register is checked. While the children are all confined to one place (*sitting in a tight group on the lawn in the garden, or in one room in the Nursery*), a search is conducted of the buildings and the grounds by those staff not required to supervise the children. A member of staff checks the road outside. If, after a thorough and extensive search, the child has not been found, then the Police and the child's parents must be informed.

### **In the event of a child getting lost on a Nursery Trip or Visit:-**

All the other children are kept in a tight group, safe and secure, and the senior member of staff establishes where and when the child was last seen. One or two staff members retrace their steps and look in likely places for the child. While staff are doing this, the Proprietor and/or Nursery Manager back at Elswick House will be informed. If, after a thorough and extensive search, the child has not been found, then the Police and the child's parents are informed.

### **When reporting the loss, the Police need to be given the following information:-**

1. Name of person making the report and name and address of Nursery;
2. Precise location;
3. Full name and age of child;
4. Description of child and what he/she was wearing when last seen;
5. Precise location of where the child was last seen and time;
6. Names of parents and home address.

## **Outings, Trips and Visits Policy & Procedure**

Outings, trips and visits are a very important part of the educational experience.

All new parents are asked to complete a general Consent Form for impromptu very local visits to places, such as Bit End Field, the canal or the village. Parental permission will always be sought before a child will be taken on all other kinds of outings.

A Risk Assessment should be carried out prior to any visit. A preliminary visit should be made to assess any potential risk at the venue for all new visits. Preparations must be thorough. Careful consideration is always given to the nature of the outing and appropriate staff ratios are always adhered to.

A member of staff fully qualified in First Aid is always present on an outing.

A mobile phone is taken on all outings and visits so, if necessary, contact can be made with the nursery. The leader of the party must also have a list of the children involved.

Only insured members of staff are permitted to drive children. When we hire a minibus, the driver must always be accompanied by another (reserve) driver. Children are to sit in car seats or booster seats at all times. Safety belts are to be worn by everyone.

The children must always be appropriately supervised to ensure no child gets lost and that there is no unauthorised access to the children.

### **In the event of a child getting lost:-**

- All the other children are kept in a tight group, safe and secure, and the senior member of staff establishes where and when the child was last seen.
- One or two staff members retrace their steps and look in likely places for the child.
- While staff are doing this, the Proprietor and/or Nursery Manager back at Elswick House will be informed.
- If, after a thorough and extensive search, the child has not been found, then the Police and the child's parents are informed.
- When the matter has been resolved, members of staff meet to discuss what went wrong, what lessons have been learnt and to revise procedure accordingly.

### **When reporting the loss, the Police need to be given the following information:-**

1. Name of person making the report and name and address of Nursery;
2. Precise location;
3. Full name and age of child;
4. Description of child and what he/she was wearing when last seen;
5. Precise location of where the child was last seen and time;
6. Names of parents and home address.

## Parent Partnership Policy

Children derive most benefit from attending Elswick House when parents and Nursery staff work together in a partnership, which is both collaborative and mutually respectful.

1. Partners. Members of staff and parents work closely together in helping the new child settle into nursery routine and, thereafter, in providing quality care for their child. New parents are welcome to stay with their child to help them settle and for as long as they wish.
2. GDPR. We are aware of concerns that many parents may have about the safety of their and their family's personal data and we are committed to taking every reasonable step to protect that information. We provide you with a Privacy Notice when you first enrol your child with us that details how and why we process your personal information.
3. Nursery visits. Parents of children attending Elswick House are welcome to visit the nursery at any time. Prospective parents are advised to make an appointment to ensure that the Nursery Manager/Proprietor is available to show them round the Nursery and discuss their requirements.
4. Written Information. Parents are given an Information Leaflet about the Nursery and an Information Sheet about the EYFS when they first register their child with us. Copies of our Policies and Procedures and our last OFSTED Report can be viewed on our website and are available on request.
5. Web site. Parents are very complimentary about our web site. It is regularly updated with the latest news and happenings in the Nursery. It is very informative and contains an events diary and our most recent OFSTED Report. The web address is **[www.elswicknursery.co.uk](http://www.elswicknursery.co.uk)** .
6. Daily meetings. The staff welcome opportunities to meet with parents. On a daily basis this is usually at delivery and collection times, when information may be exchanged about the child's health and wellbeing and the activities the children have been engaged in during the day. The children's progress can be discussed informally, and issues raised, that may be a concern or a worry to parents.
7. Appointments. Appointments can be made for private or confidential meetings, or if parents would like a fuller discussion about their child's progress.
8. Daily diaries & 'What I Did Today' sheets. In the Baby Room the Daily Diaries are a valuable source of information for busy parents, telling them what the babies have been up to during the day. Upstairs we have the 'What I Did Today' sheets.

9. Access to children's records. Parents are welcome to view their children's Tracker Books and 'My Story' profiles. Staff are happy to discuss curricular matters with parents. Written information is available on request.
10. Parental Involvement. Parents are often asked to contribute photographs, information and ideas towards Nursery projects, such as Parent Wishes. Parental participation and involvement in these activities is very important.
11. Termly newsletters. The termly newsletters are often a source of amusement to parents but also provide valuable information about forthcoming dates and future developments at Elswick House. Parents are given prior notice of the nursery's monthly topics in the Newsletters. A schedule of all the daily activities in the Summer Holidays Programme is issued in early July and can be found on the website.
12. Visits and Open Days. Parents are always welcome to join the nursery on theatre visits and other trips and outings and their help is always appreciated. The 'Bouncy Castle Days' at the end of the Summer holidays and the 'Mince Pies and Mulled Wine Days' at Christmas (after the Nativity) have become Open Days when all are invited to come and share the day with the nursery.

**Partnership is a two-way process and we ask parents to help us make sure that the Nursery runs smoothly. We ask the following of our parents:-**

1. Security. We request that parents follow our security guidelines regarding admittance to the nursery. Parents must have their fingerprint taken so that they can gain regular access to the Nursery using the fingerprint recognition system at the door.
2. No Smoking. Elswick House has a strict NO SMOKING policy.
3. Mobile Phones. We ask parents to switch off their mobile phones before they come into the Nursery and, preferably, to leave them in the car.
4. Health and Safety. We ask parents to keep us informed about any allergies or special diets their child may have. Elswick House has a policy of not admitting children with infectious illnesses or sickness and we ask that parents respect the quarantine period specified by the Nursery Manager, for the benefit of the other children, parents and staff.
5. Consent. We ask parents to complete a number of Consent Forms when they first enrol their child with us. A very important one authorises staff to administer any medicines to their child (whether they are prescribed or over the counter medicines); it also authorises emergency treatment for a child if he/she is taken to hospital and the parents cannot be contacted. Another one gives parental consent for their child to be photographed and a third one covers a range of things from Health and Safety issues to permission for children to participate in local visits and activities. Parents may always withdraw their consent at any time by confirming so in writing.

6. Contact Information. Parents are requested to inform us of changes to the contact details we hold for them, as soon the details change, especially telephone numbers.
7. Collection of children. We ask that parents keep us informed as to the identity of the person who will be collecting their child from Elswick House. If the person collecting the child is not usually responsible for collecting, then we will require proof of identity. If we are not reasonably satisfied that an individual is allowed to collect the child, we may not release him/her into that person's care.
8. Late collection of children. Elswick House must be informed immediately if parents are unable to collect their child by the official collection time.
9. Non-attendance. We ask parents to inform us, as far in advance as possible, of any dates on which their child will not be attending nursery.

Feedback. Parents are our customers and therefore have a strong input into every aspect of our nursery. We welcome their comments and suggestions, whether made informally in conversation, or through our web site, or by returning our biennial Questionnaire. These have been valuable in the past for helping to shape our policies and procedures.

## **Photographing Policy**

We take many photographs of the children at Elswick House. We do so to record some of the numerous happy moments that take place in the Nursery on a daily basis; also, to record the trips and visits we make, the Summer Activities programme we enjoy so much and, of course, the special occasions like Bouncy Castle Days and the Nativity and Christingle Service at St Giles Church at Christmas.

The photographs serve four purposes:-

1. They are used for display purposes within the Nursery;
2. They are used by members of staff in their planning folders;
3. They might be used on our web site, which is regularly updated;
4. They might be used in the children's' "Learning Journals" to help chart their progress and development as they move through the Nursery.

When parents enrol their child at Elswick House Nursery School, they are asked to sign consent forms regarding the photographing of their child. The consent refers to photographs being used for display within the Nursery and for record keeping purposes. Parental consent is also sought should we wish to put photographs of individual children, or small groups of children, on to our web site.

Every parent has the right to refuse permission for their child to be photographed, in which case the child will not be photographed by any member of staff, or outsider, to whom permission has been given by the nursery to take photographs. Parents are requested to give the nursery written notice if they do *not* wish their child's name or photograph, to be displayed within the nursery.

*When we designed our web site, we consulted with other Nurseries running web sites, and spoke with Staffordshire Social Services, the Child Protection Commission and with the RSPCC. We have followed their advice. We use our discretion with the photographs we use and, under no circumstances, does the child's surname or any of their personal information appear on the website.*

## **Record Keeping Policy**

Elswick House Nursery School complies with the GDPR Act 2018. All records and information relating to parents, children and staff remain confidential and are kept in a secure place, whilst remaining as accessible as possible.

### **Children's Records**

We keep the following records on children attending Elswick House:

- Personal data – including the child's registration details and any consent forms;
- Contractual data – including a copy of the signed Registration Form and the child's days and times of attendance,
- Financial records relating to the child's fee payments;
- Developmental records including observations of children, photographs, video clips and samples of their work and summary developmental reports;
- Data regarding the child's development, health and well-being – including a summary of the child's EYFS profile report, a record of discussions with the parent about every day matters concerning the child's development, health and well-being;
- Early Support – including any additional focussed intervention provided by Elswick House e.g. support for behaviour, language or development that needs an SEN action plan, and records of any meetings held;
- Welfare and child protection concerns – including records of all welfare and protection concerns, and resulting action, meetings and telephone conversations about the child;
- Correspondence and Reports – including a copy of the child's Progress Check at 2 Years, all letters and emails to and from other agencies and any confidential reports from other agencies.

We ensure that access to children's files is restricted to those authorised to see them and make entries in them, this being the Nursery Manager and/or Proprietor the child's key carer, or other staff as authorised by the Nursery Manager and/or Proprietor. We do not share information about our children with any one person, people or agency without parental consent, unless obliged to do so by law, or if our policies allow us to do so.

Members of staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.

Parents have access, in accordance with our Privacy Notice and our Policies and Procedures, to the files and records of their own children, but do not have access to information about any other child.

We normally retain children's records for three years after they have left the setting. Records that relate to accidents or child protection matters are kept until a child reaches the age of 21 years, or 24 years, respectively. These are kept in a secure place.

## **Records of Members of staff**

We keep the following records on members of staff employed at Elswick House:

- Personal details of members of staff including name, date of birth, home address, marital status, e-mail address and telephone number(s);
- Examination results and other qualifications;
- Employment history and other relevant childcare experience.
- Interview notes;
- National Insurance number;
- DBS Disclosure Number;
- Bank details;
- Financial data including wage information, student loan and pension contributions;
- Data used and generated by HMRC;
- References and information regarding their medical suitability to work with children in a nursery;
- Date relating to professional development. These include records of supervisions and appraisals, disciplinary proceedings and any training courses you have attended;
- Staff photographs.

We retain the data for the duration of the employment at Elswick House Nursery School. When the member of staff leaves most of their data will be either shredded or deleted. Some personal information is retained for three years after the member of staff has left, in case we receive a request for a reference from a future employer. The member of staff has the right to request that this data is also removed if they so wish. We are required to keep financial records for 6 years.

## **Business Records**

At Elswick House we keep records and documentation for the purpose of maintaining our business. These include records pertaining to registration, financial records relating to income and expenditure and employment records of members of staff. These records are confidential.

- All records are kept securely, confidentially and in an orderly fashion in files and filing is kept up-to-date.
- Financial records are kept up-to-date for audit purposes.
- We maintain health and safety records; these include fire drills, risk assessments and Health & Safety inspections.
- Our OFSTED registration certificate is displayed together with our most recent OFSTED Inspection report.
- Our Public Liability insurance certificate is displayed.
- We are aware that OFSTED has to be informed of any changes to our premises, which may affect the quality of childcare we provide; also, any changes to the name and address of the registered provider and of their contact details.

## **Risk Assessment**

A potential hazard may be an activity, a material or substance, equipment, a location, a person or people.

### **The Premises.**

Risk assessment of the premises is carried out twice a year, by the Proprietor and the Nursery Manager using the appropriate Risk Assessment sheet. The aims of the Risk Assessment are:-

- To identify all the hazards on the premises;
- To identify all the risks associated with the hazards;
- To evaluate the extent of the identified risks, taking into account the precautions already in place;
- To implement the control measures necessary to remove, or reduce, or protect against, the identified risks, if the existing precautions are inadequate, with a specified time scale.

It is important that all members of staff are familiar with risk issues in the Nursery. After each 6-monthly check copies of the Premises Risk Assessment document are placed upstairs and downstairs in the Nursery and all members of staff are expected to read them. Having done so, they sign to record the fact that they have read it.

Periodically in staff meetings, risk assessment issues may be discussed or form part of the agenda.

### **Activities.**

A Risk Assessment should be carried out prior to any visit. A preliminary visit should be made to assess any potential risk at the venue for all new visits. Preparations must be thorough. Careful consideration is always given to the nature of the outing and appropriate staff ratios are always adhered to.

For each significant risk identified in relation to the activity, a judgement must be made concerning the likelihood, or probability, of an incident occurring, taking into account the precautions already in place. If the measures already in place are deemed inadequate, new ones must be implemented to remove, or reduce, or protect against, the identified risks.

Existing preventative, or precautionary, measures must be viewed in light of possible changes to statutory requirements. They must be checked to ensure that they are working correctly and are properly maintained.

Risk assessment sheets are filed and kept.

## Safeguarding Children Policy

Children's' safety and welfare is of paramount importance and takes priority over all other issues and considerations.

Abuse refers to ill treatment, or to any other likely human action or inaction, that damages a child's prospects of safe and healthy development into adulthood. A child may be abused by those known to them or, more rarely, by a stranger. It may be:-

- **Physical harm** – *any physical injury, such as cuts, bruises, scalds or fractures that have not been caused accidentally.*
  - **Neglect** – *persistent failure to provide adequate food, shelter and clothing, or to meet a child's basic emotional needs, resulting in their failure to thrive, weight loss and slow development. Undue absences may be a sign.*
  - **Emotional harm** – *persistent rejection or inappropriate criticism, that is apparent from lack of affection, verbal hostility or unpredictable adult behaviour towards the child. Children like this may feel that they are worthless, unloved and inadequate. They may often be attention-seeking and anti-social. They tend to be socially isolated, aggressive and have low self-esteem.*
  - **Sexual abuse** – *the involvement of a child in any inappropriate sexual activity that becomes apparent from direct statements a child makes, or is suggested from inappropriate sexualised language or play.*
- Mrs Emma Fox, Nursery Manager and Mrs Linden Green, the Proprietor, are the designated persons for Safeguarding Children. Child Protection Training is seen as being of particular importance and all members of staff undertake appropriate courses when the opportunity arises. Under the General Data Protection Regulations, the sharing of information about parents and their children with other agencies can be a very delicate matter and needs to be handled correctly. Members of staff are advised to consult with the Nursery Manager and/or Proprietor in all such matters before undertaking any action.

### In the event of a member of staff having suspicions that a child has been abused:-

All members of staff at Elswick House have a duty and responsibility to report any suspicions, or allegations of a child protection nature to the Nursery Manager; also, any significant changes in a child's behaviour or physical appearance. A clear and accurate record of the conversation must be made on a Confidential Incident Sheet (in the CP file) and dated and signed. All concerns, discussions about the child, decisions made and the reasons for those decisions must be recorded.

The Nursery Manager will share her concerns with the Proprietor. Other professionals, such as the local Health Visitor, who may have knowledge of the child, may be consulted. If the Nursery Manager and Proprietor agree that there are grounds for suspicion, a watching brief must be kept, and notes kept on the child's progress. Parents should be an early point of reference for any concerns that members of staff may have, querying the child's general progress and/or development with the parents. We should be as open and honest as possible with parents from the outset, but neither the child nor the parents should be interrogated. Strict confidentiality should be practiced at all times.

We need to be aware that what we have observed may be a small part of a bigger picture. So, if in doubt after due consideration, we report it.

Home Report Sheet. Parents should be asked about any unusual marks or injuries on a child when they arrive at Nursery and a Home Report Sheet completed. In the event of the mark or injury only being noted later in the day, the parents should be telephoned immediately and asked about it. That conversation should not be left to the end of the day when the child is collected.

Non-mobile child. Any visible injuries on babies under 6 months should be referred.

When recording the incidence of marks or injuries, they should be described as visible marks. More precise terminology such as 'bruise' 'burn' or 'scald', or even 'large red marks' or 'angry weals' should not be used, as they could be prejudicial in any future court case.

### **Acting upon suspicions that a child has been abused:-**

If suspicions and concerns are not allayed, the matter must be reported as a matter of urgency to the FIRST RESPONSE team (part of Staffordshire's Safeguarding Children's Board (SCB) using the Form entitled "Referral to Children's Specialist Services / Social Services". Ideally, this will be with the written consent of parents/carers, to allow the sharing of information with other agencies. All urgent Child Protection referrals should initially be made by telephone (0800 1313 126) and then confirmed in writing within 24 hours using the same form. At the same time Ofsted must be informed of any referral.

Matters should be reported to the SCB even where confidentiality with a third person might be compromised. The best interest of the child always comes first. If a suspicion of abuse is recorded where the parent is the likely abuser, the local SCB should be fully informed as a matter of urgency. They will investigate the matter and will advise Elswick House regarding further action.

## **Disclosures to a member of staff by a child**

Where a child makes a disclosure to a member of staff, that member of staff should:-

- Stay calm and not appear shocked;
- Be an uncritical listener;
- Listen to what is said, hear what is said and believe;
- Take the disclosure seriously;
- Give the child time;
- Reassure and explain that they have done the right thing in telling you;
- Explain that only the professionals, who need to know, will be told;
- Act on the information and follow our safeguarding procedure.

The member of staff does not question the child. The member of staff needs to be aware that an allegation of child abuse or neglect may lead to a criminal investigation. Do not do anything that may jeopardise a police investigation, such as asking the child leading questions, or attempting to investigate the allegations of abuse.

Any suspicions of abuse and disclosures to a member of staff by a child must be recorded.

In so far as is possible, the member of staff should record:-

- The child's name;
- The child's address;
- The age of the child;
- The date and time of the observation or disclosure;
- An objective record of disclosure; fact and opinion should be clearly differentiated;
- The exact words spoken by the child;
- The name of the person to whom the concern was reported, with date and time;
- The names of any other person present at the time.

These records must be signed and dated and kept in a confidential file.

## **In the event of an allegation against a member of staff:-**

"An allegation may relate to a person ... who has:

1. behaved in a way that has harmed a child, or may have harmed a child;
2. possibly committed a criminal offence against or related to a child; or
3. behaved towards a child or children in a way that indicates s/he is unsuitable to work with children." - *Working Together to Safeguard Children* (March 2013)

Therefore, in the event of an allegation against a member of staff:-

1. A factual account of the allegation is recorded, and the Proprietor and/or Nursery Manager consider the alleged behaviour against the 'threshold' questions (above).

2. The allegation must be referred within 24 hours to the Local Authority's Designated Officer (LADO), who may be contacted on 0800 1313126. They must ask to speak with the LADO, who is part of the (SCB's) FIRST RESPONSE team. The LADO is given all necessary information. The LADO will investigate the matter and will liaise with the police and other agencies (as appropriate) and advise the Proprietor or Nursery Manager regarding further action. Ofsted must also be informed. (See Appendix 1)
3. The LADO will advise on whether/how to inform the accused person. The LADO will advise on how to inform the child's parents. Parents are told that the necessary outside agencies have been informed and that all appropriate action is being taken.
4. Any one (or all) of the Citizens Advice Bureau, a Solicitor, or the Arbitration, Conciliation and Advisory Service (ACAS) should be contacted to ensure that there is proper compliance with Employment Law.
5. After taking their advice, the member of staff may be suspended pending further investigation.

Strict confidentiality should be maintained throughout.

### **Internal Precautions**

#### **Staff recruitment**

The recruitment of staff is rigorous and staff are thoroughly 'vetted'. References are taken up, gaps in employment histories queried and the usual checks carried out by the DBS.

All staff appointments, both paid and voluntary, are subject to a probationary period of three months and are not confirmed unless the Manager/Proprietor is confident that the applicant can be safely entrusted with children.

#### **Visiting adults**

Students and other visitors are not permitted to take children to the toilet unaccompanied, nor to be left alone with children.

#### **Photographing of children**

All parents have been requested to give the nursery written notice if they do *not* wish their child's name or photograph, to be displayed within the nursery. The parents' general consent is also obtained for a number of everyday activities, one of which is the taking of photographs for the children's records and for display in the Nursery. Specific parental consent is requested where photographs of individual children, or small groups of children, are to be put on to our web site.

Only the Nursery's cameras should be used to photograph children and they should only be taken for Nursery purposes, such as observations. Nursery cameras should not be taken off the premises under any circumstances, except for Nursery trips and visits, after which they should be returned immediately to Nursery. After downloading, all photographs on the cameras should be deleted.

### Mobile Phones

There is a separate Mobile Phone Policy. Under no circumstances should mobile phones belonging to members of staff be active during working hours. They should never be used to take photographs of the children under any circumstances. If members of staff need to be contacted by family, friends or others during working hours, the Nursery's landline telephone (01543 432329) should be used.

Parents and visitors should be requested to turn off their mobile phones before entering the Nursery and, preferably, leave them outside in their cars.

### Members of Staff

Members of staff are expected to conduct themselves responsibly at all times and to be sensitive to the concerns of parents, including when they are outside of work. Should they use Social Networking sites, they must never disclose on such sites, the name of the Nursery, nor provide any information relating to the Nursery, or the children, or parents connected with it. In addition to this, members of staff should not make any disparaging comments or references about the Nursery, or the people that they work with. Due to the nature of their work, the Nursery discourages employees from being "friends" with parents of nursery children on these sites. Whilst using such sites, members of staff are also instructed NOT to name their place of work in any information they supply about themselves and they are advised NOT to say that they work as Nursery Nurses.

### **Whistleblowing**

It is the responsibility of all members of staff to report abuse of any kind to the Nursery Manager/ Proprietor. There is a separate Whistleblowing Policy.

## **IMPORTANT TELEPHONE NUMBERS**

**Staffordshire FIRST RESPONSE (8.00am - 8.00pm):- 0800 1313126**

**Outside these hours call:- 0845 604 2886**

**Central Referral Unit of the Police:- 0300 123 4455**

**Sutton Coldfield FIRST RESPONSE is:- 0121 303 6541**

## **Sick Child Policy**

A child will be excluded from nursery if:-

1. The child has the symptoms of a communicable disease, eg Chicken pox.
2. The child shows evidence of live lice, nits, scabies or other parasitic invasions.
3. The child is suffering from sickness, diarrhoea, high temperature, shivering, infectious rash or skin spots, conjunctivitis (babies only), impetigo or other infections.

In the above cases, the parent will be informed and arrangements made for the child's collection and the child will not be allowed to return to nursery during the period of exclusion, as recommended by the Staffordshire Schools Guidelines, and until the condition has been treated and cleared. All decisions will be made with reference to the "Communicable Disease and Infection Control Guidelines", as provided for schools and nurseries in Staffordshire.

At the discretion of the Proprietor/Nursery Manager, a notice may be displayed in the Nursery informing parents that a child has been excluded because of infection and stating the reason. In such cases, the child is not named. The notice may also request that parents watch out for similar symptoms in their own child, in which case their child should also be kept at home until the symptoms disappear.

We will also ask the parent to collect their child if we feel the child is suffering from an illness, not necessarily infectious, eg a bad cold, that is causing the child sufficient distress, where we believe he/she needs to be at home on a one-to-one basis with the parent, rather than in the nursery, where staff may be unable to give the child the individual care necessary.

## **Special Education Needs and Disabilities Policy**

All children are entitled to an education that enables them to achieve the best possible outcomes and to become confident young children with a growing ability to communicate their own views and to be ready to make the transition into compulsory education.

A child, or young person, has Special Educational Needs and Disabilities (SEND) if they have a learning difficulty or disability, which calls for special educational provision to be made for him or her. It is the responsibility of all staff to understand the needs of all children within their care.

Our Special Educational Needs Coordinator (SENCO) is Miss Jo Hickman, who has responsibility for the care and assessment of children with SEND.

She works closely with all staff to ensure the successful implementation of the Nursery's SEND policy in the nursery, always making sure that plans and records are shared with parents. The role of the SENCO involves:

- ensuring all members of staff understand their responsibilities to children with SEND and the Nursery's approach to identifying and meeting SEND;
- advising and supporting colleagues;
- ensuring parents are closely involved throughout and consulted at every stage;
- liaising with other professionals or agencies.

We aim to ensure the following actions and procedures are carried out:-

1. In assessing progress of children in the early years, Tracking Sheets may be used to assess the extent to which a young child is developing at expected levels for their age, or not, as the case may be.
2. Where a child appears to be behind expected levels, or where a child's progress gives cause for concern, clear guidance for identifying SEND is provided in the SEND Code of Practice: 0 to 25 Years – 'Identifying needs in the Early Years' Paras 5.28 to 5.35.
3. The Progress Check at Two may trigger SEND concerns. The progress check identifies the child's strengths and any areas where the child's progress is slower than expected. If there are significant emerging SEND concerns, a PLAN is developed to support the child, in consultation with parents, and possibly involving the Area SENCO.
4. A graduated approach is adopted with four stages of action:-

### **Assess**

In identifying a child as needing SEND support, an analysis of the child's needs will already have been carried out. This initial assessment should be reviewed regularly to ensure that support is matched to need. Where there is little or no improvement in the child's progress, the SENCO should contact the Area SENCO, with the parents' agreement. More specialist assessment may be called for from specialist teachers or from health, social services or other agencies.

### **Plan**

The SENCO should agree with the parents:-

- The outcomes they are seeking;
- The interventions and support to be put in place;
- The expected impact on progress, development or behaviour;
- A clear date for review.

### **Do**

The SENCO should support the member of staff (who may be the child's Key Carer) in the execution of the plan and oversee the implementation of the agreed interventions, or programmes.

### **Review**

The effectiveness of the support and its impact on the child's progress should be reviewed in line with the agreed date. The impact and quality of the support should be evaluated by the SENCO, working with the child's parents and taking into account the child's views. They should agree any changes to the outcomes and support for the child in light of the child's progress and development. Parents should have clear information about the impact of the support provided and be involved in planning next steps.

5. The graduated approach should be led and co-ordinated by the SENCO. At each stage parents should be engaged, contributing their insights to assessment and planning. Intended outcomes should be shared with parents and reviewed with them, along with action taken.
6. SEND support should also include planning and preparing for transition, before a child moves into another setting or school. To support the transition, information should be shared with the receiving setting or school. Parents should give their consent for the information to be shared as part of this planning process.

Reference as from 1<sup>st</sup> September 2014 - **SEND Code of Practice: 0 to 25 Years.**

**Appendix 1**

**Managing Allegations against Members of Staff**

