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| Little Rosie’s Nursery |
| **Policies and Procedures** |
| Reviewed September 2019 |



|  |  |
| --- | --- |
| Admissions | 2 |
| Settling in | 3 |
| Transitioning | 4 |
| School Uniform | 6 |
| Readiness for Big School | 7 |
| Equality, Diversity and Inclusion | 8 |
| British Values  | 10 |
| Illness | 12 |
| Immunisations | 14 |
| Accident and Injury | 18 |
| Food and Nutrition | 20 |
| Allergies and Allergic Reactions | 22 |
| Physical Activity  | 24 |
| Health and Safety | 27 |
| Sleep | 29 |
| Sun and Cold Weather Care | 30 |
| Pick up, Late and Non-Collection | 31 |
| Outings and Trips | 33 |
| Working in Partnership with Parents | 35 |
| Complaints | 36 |
| Exclusion | 38 |
| Recruitment | 41 |
| Smoking, Drugs and Drinking | 40 |
| Fire Safety | 41 |
| Security | 43  |
| Safeguarding/Child Protection | 45 |
| Behaviour Management | 54 |
| Mobile Phones, Cameras & Social Networking | 59 |
| Intimate Care and Toileting | 61 |
| SEND (Special Educational Needs & Disabilities) | 65 |
| Animals  | 70 |
| Confidentiality  | 71 |
| General Data Protection Regulation 2018  | 74 |

******Contents**



**Admissions Policy**

It is the policy of Little Rosie’s to offer places in the Nursery setting on a first come basis without discrimination to nationality, creed, colour, sex, race or disability, with siblings taking priority. Parents can make an enquiry via the website, by telephone or email. The Manager will advise parents on availability and arrange a private individual tour which lasts about 30 minutes. When the manager has finished the private tour, parents can take the registration form home and if they wish to register, the registration process would begin.

**Acceptance Form and Deposit**

Upon receipt of the registration form, an offer will be given to parents regarding their child’s place. Little Rosie’s then require a registration fee and a two-week deposit to the nursery, in which a confirmation letter will confirm the child’s place. Should you wish your child to no longer attend Little Rosie’s Nursery School, a month’s notice is required, and the deposit will be refundable to you. Please note that the deposit is **non-refundable** should you wish to terminate your child’s place prior to providing a month’s notice as required.

**Siblings**

Siblings are given priority at Little Rosie’s and children are placed on a waiting list if there is no availability. Siblings are not guaranteed a place and unfortunately, we are not able to offer a session if the nursery is full.

**Sessions and Fees**

Once an offer has been given regarding their child’s place, we are unable to accommodate swapping of your child’s booked sessions from one day to another or refund a missed session. If available, you may book extra hours if provided adequate notice.

Please note that if the nursery closes due to unforeseen circumstances (such as adverse weather conditions or teacher training days), parents will be informed as soon as is reasonably possible. Little Rosie’s Nursery School will not be liable for any losses or additional childcare costs you incur during these periods.


Our fees are chargeable monthly and calculated by the weeks that the nursery is open, which will be noticed to you prior to your child commencing at the nursery. Little Rosie’s reserves the right to review the fees at any time but will give you no less than one month’s notice prior to the change taking effect.



**Settling in Policy**

When a child first arrives at Little Rosie’s it is an exciting and a brand-new experience for them. Children experience many transitions and all Little Rosie’s staff are sensitive to the difficulties children may have whilst going through the settling in period and we will do all we can to facilitate a smooth settling in time. We like to work in partnership with parents ensuring that their arrival and continued stay at Little Rosie’s is a happy time. Generally, in the time prior to a child joining Little Rosie’s, parents are actively encouraged to organise a two-hour settling in session on two separate days, so the child and parent becomes familiar with the staff and parents can ask any questions they have. When a child begins, we work with the parent on how best to settle in their child. Usually a child may stay for the two-hour session and parents are called on their mobile phone or landline phone if the child is not settling. Parents or carers can call the nursery at any time they wish to ensure their child is settling. The parents and teachers work together on settling the child into the nursery, however to help, parents may be asked to bring their child’s favourite soft toy or comforter. We may ask for a parent to stay with the child for a while if it is an easier process for the individual child. When a child has English as an additional language, we recommend parents to bring in a list of words in his or her own language that will assist a child settling in. We use a visual timetable of photographs for the children, so they can see the next step in the day to day routine.

Children who are attending five mornings or full days tend to settle in quicker than children who are doing fewer. We do insist on a minimum of three sessions to ensure continuity of care as we feel children settle far quicker and therefore benefit more from their time at nursery.

**Crying**

Every child is different and at Little Rosie’s we understand that children cry when they are settling in and at other times (e.g. an accident). This is a normal reaction and typically only lasts for a short time after Mummy, Daddy or the Carer leaves during the settling in period. If a child does continue to cry or be upset the parent or carer will be telephoned. The nursery practitioner, nursery manager and parent or carer will work in partnership with a plan should a child be finding it difficult to settle in. The manager may suggest that parents come in for a meeting to do an action plan should this be required. This may involve the child coming in for an hour or so a day and building the time up for the first few weeks. At Little Rosie’s we do this until the child feels secure in the environment and so he or she knows that Mummy, Daddy or the Carer will come back.





**Transitioning Policy**

Children experience many transitions in their early years and staff should be sensitive to the difficulties children may have whilst going through these transitions.

The following are transitions or changes that young children may experience:

* Starting nursery
* Moving between nurseries
* Changing carers (e.g. Nanny change)
* Moving from overseas
* A parent being away
* A new language
* Family breakdowns
* Moving home
* New siblings
* Illness
* Death of a family member
* Death of a family pet
* Family circumstances
* Abuse (any form)

Staff are trained to observe the children and as such will be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child, so the manager and key person can be aware of the reasons behind any potential changes in the child’s character. The manager would have a confidential meeting with the parent or legal guardian should any of the above transitions alter a child’s personality and behaviour.

**Home Visits**

In conjunction with the Settling Nursery Policy we will offer parents/carers the opportunity to have a home visit. This will be an opportunity for the child’s key person to visit the child in their own environment where they feel most confident and secure. It is really important that the key person works in partnership with both the child and parent/carer to ensure effective two-way communication.

During the home visit, we will:

• Introduce the Early Years Foundation Stage and how we use this in our nursery
• Discuss the nursery’s routine and what opportunities are offered
• Go through the nursery’s settling in and Starting Nursery School policies
• Ask the parent for the child’s likes/dislikes, details of any comforters, routines and specific needs and interests
• Spend some time playing with the child
• Give parents/carers the opportunity to ask questions and/or express any concerns
• We would not expect a home visit to last longer than 20 minutes maximum
• Staff will be conscious of the fact that they are guests in the families’ home and will treat all ****families with a high level of respect and regard during the visit
• The staff will make their own way to and way back from the families’ home and this will take place during normal working hours, usually at the beginning of a new term

**School Uniform Policy**

At Little Rosie’s Nursery School, it is our school policy that all children wear school uniform when attending the nursery. Our School Uniform Policy is based on the principles that it:

* Promotes a sense of pride in the nursery school
* Engenders a sense of community and belonging towards the nursery
* Is practical and smart
* Identifies the children within the nursery school
* Is an important health and safety practice for when attending local outings and trips

Our school uniform in accessible to all parents and carers online at School Uniform Direct, as well as at their store branch in Fulham. The uniform can be accompanied with trousers, shorts or skirts and shoes of your choice and all uniform items should be labelled to prevent missing items.

**Girls**

* White polo t-shirt
* Navy Cardigan
* Drawstring Bag/ Backpack (optional)

**Boys**

* White polo t-shirt
* Navy sweatshirt
* Drawstring Bag/Backpack (optional)

**Human Rights Act and Equality Duties**

Little Rosie’s will consider implications of the Human Rights Act and Anti-Discriminatory legislation when setting its policy for uniform. The nursery will be considerate of the needs of different cultures, races and religions. When accommodating religious requirements, the nursery will ensure these do not pose a threat to security, safety and learning, or compromise the well-being of the school community. The policy will not discriminate on the grounds of gender, race, disability, sexual orientation or belief.

**Readiness for Big School**

Starting school is a huge transition, therefore at Little Rosie’s we will do all we can to facilitate a smooth move for the children and parents. Many of the children will move onto schools where their siblings may attend.

We have a variety of methods that support this:

* We aim for the children to be as independent as possible going into Nursery or Reception class.
* All the children to be toilet trained where the individual needs dictate.
* We encourage politeness and instil manners into the children.
* We encourage resilience and for the children to problem solve.
* We encourage respect and for the children to listen to each other’s opinions and views.
* We teach the children to raise their hand.
* We implement circle time.
* We teach the children to shake hands and greet peers and adults.
* Little Rosie’s will provide a variety of resources that relate to Nursery or Reception class in their future school e.g. role play area set up as a classroom, books, photographs of all the schools the children may attend. This will help the children to become familiar with their class and will aid the transition and readiness.
* The key worker will initiate conversations with their key children, who are transitioning and discuss what they think may be different and what will be the same and all the fun activities they will do within Reception class. The Early Years practitioners will talk through any concerns the child may have and initiate activities and group discussions relating to any issues enabling these to be overcome.
* The Early Year’s practitioners will read stories about Nursery/Reception class and big school.
* Older siblings can come to Little Rosie’s to talk about going to big school and what to expect!
* On occasions school representatives, can come and see their future students in action.
* The manager will have meetings with parents about their child and future schools.
* Little Rosie’s often sends all the children’s Learning documents to their future school or they are given to their parents. This gives the child’s future class teacher a good understanding of the child. This includes each area of the Early Years Foundation Stage, the child’s level of their learning and development in all areas.
* We complete EYFS reports which are often sent to the child’s future school to ensure the teacher is aware of the child’s capabilities and to ensure a smooth transition into school.

**Equality, Diversity and Inclusion Policy**

Little Rosie’s is committed to equality in terms of strategy, policy and practice. We will aim to address issues of accessibility as they arise and aim to ensure that all children and their families together with members of staff have an equality of opportunity and equality of access, being treated with equal concern. In addition, we aim to challenge positively all discrimination in terms of pregnancy/maternity, marriage/civil partnership, age, gender, race, sexual orientation, disability, gender reassignment, religion or belief.

Little Rosie’s will make reasonable adjustments to help disabled people access the nursery. It will ensure that disabled people have the same access, as far as it is reasonable, to everything that is involved in the nursery as non-disabled persons. However, one of the obvious problems the nursery have is the layout of its buildings, all of which are old and do not have lifts. It is not hard to conclude that any pupil with impaired mobility is going to be put at a disadvantage by these problems. Nor can these matters be remedied in any substantial way by reasonable adjustments by making major alterations to the nursery at prohibitive cost.

Little Rosie’s expects all employees to treat everyone they come across with dignity and respect. Little Rosie’s will include a requirement about behaving in line with equality law in every employee’s terms of employment or other contract and will make it clear that breaches of equality law will be treated as disciplinary matters or breaches of contract.

The legal framework for this policy is:

* Race Relations Act 1976
* Race Relations Amendment Act 2000
* Sex Discrimination Act 1986
* Children Act 2006
* The Equality Act 2010
* Disability Discrimination Act 2005
* Special Educational Needs and Disability Act 2001
* The Employment Act 2008

Little Rosie’s is committed to:

* Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity which cannot be justified as being necessary for the safe and effective performance of their work or training
* Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery’s ability to provide the necessary standard of care.
* Striving to promote equal access to services and projects by taking practical steps, (wherever possible and reasonable) such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families.
* Providing a secure environment in which all our children can flourish, and all contributions are valued.
* Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity.
* Providing positive non-stereotypical information.
* Continually improving our knowledge and understanding of issues of equality, inclusion and diversity.
* Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective, and practices are non-discriminatory.
* Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).







**British Values Policy**

**Aim:**

Little Rosie’s is committed to equal opportunities without exception. It is its intention that no actual user, whether child or adult, or member of staff will receive less favourable treatment on the grounds of ethnic origin, colour, age, gender, disability, marital status or sexual orientation. Little Rosie’s is committed to creating an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued, and children are engaged with the wider community. The nursery promotes multi-cultural and SEND (Special Educational Needs & Disabilities) through key teacher’s awareness of opportunities to further children’s experiences as they participate in their own culture, learn to extend knowledge of other communities, cultures and traditions and share and discuss practices, celebrations and experiences.

**We aim to:**

* Through effective planning of routines, grouping of children and provision of daily activities all children have access to all activities at a developmentally appropriate level as part of the EYFS (Early Years Foundation Stage).
* Strengthen, acknowledge, promote and celebrate the child’s positive sense of identity as a member of many different groups – family, socio economic background, culture, linguistic group, race, and gender. It is our policy to enhance positive attitudes to human differences.
* To develop the child’s social competence such as the ability to accept other people’s opinions, express feelings appropriately, resolve conflicts with others, care for one’s own needs, show concern for others.
* We will create an awareness of the different needs of others and encourage children to live harmoniously as caring members of todays’ society in the nursery setting.
* Children should develop a positive sense of themselves. Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children to take risks on an obstacle course, mixing colours, talking about their experiences and learning.
* Give children skills and knowledge to understand and manage difficult situations.
* Learn to make safer choices.
* Learn to recognise, understand and manage risks.
* Teach British values through the Early Years Framework.
* Broaden the child’s cultural experiences and to develop respect and appreciation for differences among people – be it speech patterns, home, languages, appearance, lifestyle, topics and ideas.
* Dispel development of prejudice, stereotyping and discrimination that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.



* Staff should encourage and explain the importance of tolerant behaviour such as sharing and respecting other’s opinions.
* Promote a positive attitude to children with disabilities.
* Work in partnership with home and the setting to create effective and reciprocal relationships.
* Parents are welcome to present ‘Show and Tell’ and talk to the children about their culture, religion, occupation, language, family or pets.
* To ensure the nursery has opportunities for all children to develop to their full potential. Work with external agencies to promote any areas and to give all staff and children equal opportunities.
* Work with people in our local and wider community.
* Provide information for parents, e.g. website, parents section, notices, newsletters, in other languages when written in English is inappropriate.
* Promote a positive attitude to children’s physical appearance. We encourage the children to be aware of different coloured skin, facial appearance e.g. glasses and hair using various multi-cultural resources as below.

**Resources we will use:**

* Concepts common to all cultures are valued and encouraged throughout the Nursery (e.g. music, cooking, songs, puppets, dolls, role play, puzzles, pictures, games, food and clothing).
* We will use visual time table within the classroom to help children with the routine and language.
* We will use individual visual photographic timetables for children who require them.
* We promote British values within the nursery.
* We acknowledge a wide variety of religious and cultural festivals.
* Nursery materials reflect diversity in our world (e.g. cooking utensils, puzzles, general toys, puppets, games, dolls, non-fiction and fiction books, story CDs in various languages).
* Visual aids that portray people positively in a variety of roles and cultures. Differences are shown to be normal, familiar, acceptable and useful.
* Both sexes are encouraged to use all areas and activities.
* Parental involvement- a parent can do ‘Show & Tell’ to the children and present their hobby, culture or the job they do, read a story and bake with the children.
* ****Children are encouraged to express their feelings and opinions to their peers.
* Children are encouraged to problem solve and use their own initiative.
* Children are given responsibilities and encouraged to participate in all areas of learning.

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**Illnesses Policy**

We have a full list of common childhood illnesses, please follow our policies below. All our exclusion periods are taken from the Health Protection Agency. If there happened to be an outbreak of a serious contagious ailment the Health Protection Agency and Ofsted would be informed.



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Illness** | **Early Symptoms** | **Incubation Period** | **When Infectious** | **End of Exclusion Period** |
| Chicken Pox | May be a slight fever, headache, nausea. Spots appear on the 2nd day starting usually on the trunk.  | 14-21 days  | From 1-2 days before the spots appear 7 days after the last spot appears | Not less than 5 days after the onset dried lesions are not infectious.  |
| Conjunctivitis | Sore eyes inflamed with discharge & watering. | 1-2 days  | Highly contagious spread by hand & objects touched. | 24 hours after treatment has commenced.  |
| Diarrhoea & Or Vomiting | Very loose stools and watery consistency. | 48 hours | Contagious | 48 hours from last episode of diarrhoea & or vomiting. |
| German Measles (Rubella) | May be fever, sore throat, stiff neck & rash after 1 or 2 days, usually starts on face.  | 14-21 days | 7 days before until at least 5 days after appearance of rash. | 5 days after the onset of the rash.  |
| Hand, Foot & Mouth (Not related to hand & mouth) | Sudden onset of fever, sore throat, small greyish blisters in the mouth, which may also occur on the palms, fingers & soles. | 3-5 days  | A child with hand foot and mouth disease is highly contagious, which lasts around a week after symptoms begin. | It is normally safe to return to nursery once the symptoms have passed and any blisters have dried over. |
| Head Lice | Itching of the head. | 7-10 days from hatching and reproducing  | Contagious until treated. | Once treated.  |
| Impetigo | Blister s spreading at the edges that are raised, thick, yellow crusts when they break.  | 4-10 days  | Contagious spread by hand & objects touched. | Once skin has completely healed. |
| Measles | Cough cold, fever of chill. Sore eyes (photophobia) white spots in the mouth 1-2 days. | 10-15 days | From pre-rash symptoms until at least 5 days after the rash.  | 5 days after the appearance of the rash.  |
| Ringworm | Round red areas with raised edges. | 10-11 days  | Contagious spread by scratching & material under fingernails.  | 24 hours after treatment has commenced providing area can be completely covered. |
| Scarlet Fever | Sore throat, headache, fever, nausea and vomiting. After 12 to 48 hours the characteristic fine red rash develops (if you touch it, it feels like sandpaper).  | 1-7 days  | Highly contagious and spread by contact. | 24 hours after starting antibiotics.  |
| Slapped Cheek Syndrome  | High temperature (fever) of 38C (100.4F), although your child’s temperature will not usually rise above 38.5C (101F). Sore throat, headache, upset stomach, feeling tired, itchy skin. In many cases these symptoms do not occur or are so mild as to be barely noticeable.  | N/A | During the first stage of symptoms, your child will be most contagious. | When the rash has appeared, children can come back to school after day 2 of this rash appearing.  |
| Threadworm | Irritation around rectum at night.  | 10-11 days  | Contagious, spread very rapidly by contact with clothing. | 24 hours after treatment has commenced. |
| Whooping Cough (Pertussis) | Catarrhal stage with fever for one week before onset of paroxysmal cough, later with a whoop.  | 7-10 days | 7 days before. Greatest in catarrhal stage, decreasing until 21 days after onset of paroxysmal cough.  | 5 days from commencing antibiotic treatment or 21 days from onset of illness if no antibiotic treatment. |



We do ask for all parents to provide a Doctor’s note or a Hospital discharge note before their child will be allowed to return to Nursery after a child has had any contagious illness or where we fill it is in all the children’s best interest.

**Immunisations Policy**

At Little Rosie’s we strongly recommend that children are vaccinated in accordance with the government’s health policy and their age. We ask parents to record information about immunisations on the child’s registration form and we ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. Little Rosie’s does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents.

As a Healthy Early Years London setting, we want to ensure that we promote the health and well-being of the whole nursery setting through encouraging parents/carers to immunise children and by providing consistent messages to children, parents/carers and staff.

Immunisation is the safest way of protecting children against serious diseases. Some diseases can kill children or cause lasting damage to their health. Immunisation prepares children’s bodies to fight off diseases if they come into contact with them. We are aware that these has recently been a drop in the number of children being immunised which has caused outbreaks of some diseases. The low uptake of childhood immunisation has led to more children suffering form vaccine preventable diseases such as measles, mumps, whooping cough and polio.

We confidently approach parents and carers about children’s immunisation status. If a child is not immunised, we encourage parents or carers to go to their GP of talk to their health visitor to find out more about immunisations. There is also information available for parents and carers, including information on what immunisations are given and when on the nursery’s leaflet board, as well as on [www.nhs.uk/conditions/vaccinations/Pages/childhood](http://www.nhs.uk/conditions/vaccinations/Pages/childhood).

Little Rosie’s Nursery School is confident to share key messages to parents and carers about immunisations, such as:

* How immunisations save lives
* The importance of making sure babies are protected as early as possible
* How it is never too late to have a child immunised, even if a child has missed an immunisation and is older than the recommended ages
* How vaccines are quick, safe and extremely effective. It is common for children to have some redness, a rash or swelling where the needle goes in, which should only last about a day
* How the Measles, Mumps and Rubella (MMR) vaccine does not cause autism
* How when a child is immunised, it helps to protect the whole community, which is important because some children with medical conditions or allergies cannot have certain vaccines

The nursery also offers information and advice for parents and carers in preparing children for vaccination injections.

Little Rosie’s have a procedure in place for checking and recording children’s immunisation status upon registering at the nursery. Parents and carers are required to state which immunisations the child has had upon completing the registration form. The nursery understands that it is very important to maintain and keep an up-to-date record of children’s immunisation status. Some children at Little Rosie’s might be at a higher risk of exposure to infectious diseases due to contact with more children and adults than children at home. Keeping a current record of all the children’s immunisation status helps the nursery to quickly identify which parents/carers need to be informed if there is an outbreak of a specific disease.

**Temperatures**

* If a child has a temperature of 38 degrees Celsius, the Manager/Deputy of nursery should be informed immediately.
* We always use a temperature monitoring chart.
* We call the parents immediately if the child’s temperature has continued to rise after using the temperature monitoring chart, if the temperature has risen to 39 degrees, or if there has been a virus within the Nursery.
* The average temperature of a child is roughly between 36 degrees to 37.2 degrees, once it rises over 38; monitor it by plotting it on the temperature monitoring chart every 10 minutes. Be consistent with the ear you are monitoring (i.e. always use the right ear).
* Cool the child down with a damp cloth and by removing clothing.
* If you cannot reach the parent or emergency contact and the child’s temperature is 40, call 999.
* If a child overheats, they could get a febrile convulsion, call 999 immediately.

**Vomiting and Diarrhoea**

If a child vomits the parents should be informed immediately, as we do not want cross contamination across the nursery or a bug to spread. Keep the child as comfortable as possible and the child will be sent home immediately. The child cannot come back to nursery until 48 hours after the last bout of sickness. If a child has one bout of Diarrhoea (liquid stools) the nursery manager is informed. If they have two bouts, then the parents must be called, and the child must go home immediately. Children cannot come to nursery for 48 hours after the last soft stool. On occasions parents become upset with the policy because it means 48 hours off nursery. Parents may say the child has eaten something the night before and does not have a bug. Unfortunately, the policy still applies. Parents are not always aware of the bugs going around and if the child is ill and at the nursery the whole nursery could have caught it by the end of a session. We rely on parent’s honesty to maintain a healthy nursery.



**Skin Rashes**

If a child presents with a skin rash of any description, inform your manager or Deputy manager immediately. They will check the child’s file for any information about allergies or eczema and so on. The parent and nursery manager will discuss whether the child should seek medical attention. If the nursery manager believes the child should seek medical attention, then the parent will be asked to come to the nursery and collect their child. A parent must provide written evidence of any non-contagious rashes. If there is any doubt call 999 immediately.

We take all our advice from the Health Protection Agency and the NHS.

**Coughs and Colds**

If a child arrives at school with a streaming nose, hacking cough, tired, not wanting to join in and generally unwell, then the nursery manager should be informed, and they may ask parents to collect their child. Temperatures will be treated as above. If the cold is slight with a runny nose, children are generally allowed to stay. It does depend on how unwell the child feels and the judgement of the nursery manager.

**Medicines**

* All medicines should be given to the manager or Deputy of nursery.
* The medicine must be prescribed by a doctor stating the dosage, child’s name & DOB.
* ****Never accept medicine or creams of any description if they are not prescribed.
* The medical form must be filled in when the parent is handing over the medicine and the parent must sign.
* The manager or deputy of nursery must write on the medicine form when the medicine has been administered to the child and a witness must observe this happening.
* The manager or deputy and witness must sign each time it is administered.
* We only give Calpol and Piriton if a parent has given consent for us to administer it to their child or there is another medical reason which we have both the doctor and parental consent.
* Medicine must be stored where stated on the label otherwise where the parent has requested.
* ****A parent must provide Little Rosie’s with a hospital discharge note or a doctor’s note to ensure the child is not contagious and healthy enough to come back to nursery.



**Piriton**

* Piriton is not to be given to children unless parents have submitted consent.
* Exceptional circumstances are: A child has an insect bite at the park and has a severe reaction or reacts to unknown allergies. This judgement will be taken by the manager or deputy of nursery. If the decision is made to give Piriton then the parent must email or submit consent before the Piriton is given and sign the medicine form upon arrival at the nursery.
* Piriton must be kept in the office are all times.
* The manager or deputy can only give Piriton. There must be a witness in attendance.

**Calpol**

* Calpol will only be administered if a parent has given consent and if a child’s temperature reaches **39 degrees Celsius**.
* The nursery manager of deputy can only administer Calpol with a witness present.
* Calpol must be kept in the office at all times

**Accident and Injury policy**

**Cuts and Bruises**

* When a child enters the nursery with a bruise or cut or any other visual injury it must be recorded on the ‘Pre-Existing Injury Form’. A child who is old enough can explain to the key teacher how it happened and the teacher will document it. A parent or carer must sign the form once they have described how the injury happened (not in ear shot of the child).
* If a child bumps a part of his or her body below the head at nursery, place a cool compress on the area.
*  If the wound presents itself as a cut and the skin is split and bleeding, a cold-water compress should be applied.
* Plasters can only be used if a parent has consented and the child has no known allergies to plasters.
* All accidents which occur at Little Rosie’s must be recorded on an accident/incident form and signed by parents or carers upon collection, this is very important.

**Head Injury**

* The child’s parents are always called with any bump or injury to the head or face and parents can come to see the bump/injury if they want to or take their child to the Doctor.
* All accidents should be documented on an accident sheet and the parent should sign it on collection. If a carer is collecting, the nursery manager or deputy must have spoken to the parent regarding the accident.
* It is very important that any form is given to the parent or carer on collection.
* If a child bumps his/her head and becomes delirious or unconscious, the manager or deputy of Nursery will call 999; the parents to be informed immediately.
* Any bump to the head needs to be monitored for signs of concussion (Dilated pupils, sickness, blurred vision and confusion). If the child has any of these signs call 999.
* Ofsted should be notified if a child is in hospital over 24 hours.
* A child can wear a Mr. Bump sticker and must inform any other practitioners about the head injury if they are doing a hand over of the child (e.g. if you must leave for lunch, prep or they are going home).



**Unseen accidents/incident**

Children may have an accident or incident that is not seen by a teacher.

* If a child says they have hurt themselves and it was not witnessed, treat them the same way you would if you had witnessed the accident. Find out where it hurts and treat with first aid.
* If it is an accident to the head, inform your manager and treat it as you would any bump to the head.
* Fill out an unseen incident report (not an accident report) stating the time, what the child says happened and how you treated it.

**Serious Accidents**

* Inform your manager immediately, the manager or Deputy will call 999 and a senior member of the team would call the child’s parents.
* Comfort the child and apply first aid.
* Make sure the other children are moved away.
* When the ambulance arrives, inform the paramedics about the accident, ask which hospital they are going to (to let parents know).
* The practitioner who the child is most comfortable with should go with the child to hospital if the parent or carer has not arrived at the nursery.
* The child’s file should go with them in the ambulance as it has relevant medical information on it.
* The practitioner should take a mobile phone and an oyster card to get back to school on the bus.
* The practitioner will stay with the child until the parent arrives at the hospital.
* The practitioner will be responsible for taking the child’s file back to nursery. The practitioner is responsible for informing the manager of any progress.
* The manager will call the parents to find out how the child is.
* A report must be written of what happened; place, time, ratios, witness, who was involved and what was said by the practitioner/manager or relevant senior member of staff.
* If it is an extremely serious accident Ofsted will be notified.

**Accidents at the Park or on a Trip**

* The most senior practitioner at the park or on the trip must assess the accident or injury.
* Apply first aid (First Aid packs are taken to the park and trips).
* If the accident happens at a local park the practitioner must call the manager to go to the park unless it is serious then call 999 immediately.
* The child must stay at the park with the practitioner and staff must wait for assistance if the injury could lead to a hospital visit.
* Notify the trip outings office of the accident (e.g. Museum, Post Office).
* The nursery must be informed and they or a senior member of staff will contact the parents.
* Keep the manager informed always.



**Food and Nutrition Policy**

**Aim**

Little Rosie’s aims to provide a well-balanced, nutritious and varied diet for the children.

**Procedures**

We will use the following procedures to promote healthy eating based upon recommendations in the Early Years Foundation Stage Framework and guidance from the Children’s Food Trust.

**Food and Drink Provision**

* Drinking water is provided and available for the children to drink at any time in the nursery. Staff must verbally offer all children water on a regular basis. Children under 3 are visually shown a cup of water on a regular basis and are offered a cup of water in case they do not understand what the practitioner is saying. Water is also provided at lunch and snack time.
* We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and they can either help themselves or ask for water at any time during the session/day.
* Whole milk and water are provided at snack time.
* Visual pictures may also be used to show the children.
* The menu is provided for by a catering company and will provide children with a tasty, nutritionally balanced, varied diet and will meet the children’s individual dietary needs.
* The menu will include a variety of foods from the four main food groups: meat, fish and protein alternatives; dairy foods; grains, cereals and starch vegetable and fruit.
* Healthy and nutritious meals are planned every term - these may be changed if the relevant food is not available or if the menu is not working well for the children.
* Menus can be adapted to cater for special dietary requirements where possible (e.g. vegetarian, wheat free or dairy free).
* No nuts allowed on the premises.
* A variety of crudities, fruit, rice cakes, breadsticks and crackers are provided for all children.
* If at any time any of the child’s dietary needs change, parents must inform Little Rosie’s in writing/via email.
* A meeting would be held with a child’s parent who has many severe dietary requirements.



**Mealtimes**

The eating environment and social aspects of mealtimes

We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met. We help the children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them. Mealtimes and snack times are a time for the children to enjoy varied nutritious meals, learn manners and when appropriate have conversations with our friends and practitioners. We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves. Cultural differences will be respected always. Staff will be aware of and respect the ways different cultures traditionally eat (e.g. using fingers, cutlery or chopsticks). We will not use food as a form of reward or punishment.

**Procedures**

* Each child will wash their hands before meals.
* Children are encouraged to sit on a chair at the table for the duration of lunch/snack times.
* Each child will be encouraged to hold appropriate cutlery at every meal.
* All practitioners are to encourage the children to put the fork into the food with one hand and use their knife to cut in a sawing motion with the other hand.
* The children will be encouraged to help themselves, serve their friends and take empty plates to the food trolley when it is safe to do so. Fresh water is served with each meal and children are encouraged to serve themselves where possible.
* Staff must wear food gloves to serve food. All tablecloths must be sprayed with antibacterial spray after any snack or meal.
* Children are to help themselves to snacks and fruit. They can place their snack on a plate or bowl provided.
* Fruit after meals must be presented on platters and the children can pick the fruit, they want by themselves. Staff are to wipe the tablecloth clean after lunch and each child will have a plate or bowl to place their fruit in.
* If the children finish their food, they may be provided with a second helping of their main course if they ask for it. This is followed by a healthy dessert which is always given, whether they finish their meal or not.
* If a child does not eat their meal because they have fallen asleep practitioners will take the child to the quite area and must be offered their meal when they wake up.
* If a child is repeatedly refusing to eat or being fussy, it is the practitioner’s responsibility to communicate with parents and thereafter discuss with the nursery manager. The parents, nursery manager and practitioner will work together to decide a plan of action if necessary.
* A child would not go without any food.
* If a child spills their drink or food, they are encouraged to help the practitioner mop the spillage.

**Allergies and Allergic Reactions Policy**

* Before a child starts to attend the nursery, we find out from parents their children’s dietary needs, including any allergies. Parents are to notify the nursery of any intolerance or allergies a child has in writing. Parents should write clear lists of what their child cannot eat.
* Doctor’s notes must be supplied.
* Parents may be asked to have a meeting with the nursery manager to discuss alternative menus. We implement systems to ensure that children receive only food and drink that is consistent with their dietary needs and their parents’ wishes.
* ****The Manager/Deputy of nursery is responsible at the beginning of each term to check each individual child’s file for any changes in dietary requirements.
* There is a list of the children with allergies in the dining area and in the office.
* All severe allergies are to be in RED, highlighted and very clearly written with a photograph.
* All children with allergies should be allocated to the end of one table all together.
* Children with a fruit allergy must have their fruit presented on a separate plate to avoid cross contamination from staff gloves.
* The staff work in partnership in communicating dietary needs regarding the children and checking if they are unsure against the dietary chart. The practitioners and catering company are responsible for ensuring the right food is given over mealtimes. The nursery manager is responsible for ensuring the dietary charts are updated as soon as any parent has informed us of any changes.
* ****Any child who has prescribed Piriton and/or Epi-pens in nursery must have them prescribed by a doctor.
* The dates on Epi- pens must be checked on a regular basis and parents sign approximately a month prior to them expiring. Once a parent has brought in a new one the old one is returned to the parent to dispose of.
* If a child has a mild reaction, the nursery manager is notified, and they will give the child Piriton or their medication immediately. The nursery manager will also call the parent.
* If a child with an existing allergy has a severe reaction, then they must be given their own Epi- pen immediately and Call 999.
* ****If a child has a suspected mild allergic reaction, the nursery manager is notified, and they will call the parents to alert them and administer Piriton. If a new food gives the child a severe allergy and the mouth or throat area becomes swollen, then their own Epi pen must be used. A child should be placed in the recovery position to ensure their airway is kept clear and 999 called.
* A child’s Epi pen must not be used on another child.
* It is a parent/guardian’s responsibility to ensure their child’s dietary and medical information is kept up to date by informing Little Rosie’s of any changes.
* We give parents guidance on healthy suggestions for packed lunches and snacks.

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**Celebrations and Special Occasions**

**Birthday cakes**

For special occasions, such as birthdays we suggest parents bring in a healthy cake or muffins to share with their child’s friends. At lunch time, we will sing ‘Happy Birthday’ and candles will be lit. In view of the number of children who suffer from allergies, nuts and peanut butter are not allowed in the nursery and should not be used under any circumstances vigilance is to be exercised with any food coming into the nursery. Unless it is stated that the product us ‘nut free’, it will NOT be allowed in the nursery.



**Learning opportunities**

* We promote healthy living through our play activities.
* We will include opportunities to learn about food related topics (such as seasons, healthy eating, growing, life cycle and cooking) through role play activities, puzzles, storytelling, songs and games and the parents’ participation.
* Parents, carers, and staff will be encouraged to share cultural or religious food practices as part of learning activities for instance recipes, special foods or meal traditions.





**Physical Activity Policy**

As a Healthy Early Years London Setting, Little Rosie’s wants to ensure that we promote the health and well-being of the whole setting community through encouraging physical activity and providing consistent messages to children, parents and staff.

Little Rosie’s is aware that children of all ages should be active. Being active is important for children under five years, because it helps them to build and maintain a good level of health; physical activity is critical to optimal growth and development. Children under five years need time to play and master their physical environment and fundamental movement skills; the early years are also an important time to establish habits relating to physical activity.

****The Chief Medical Office provides guidance on how much physical activity children under five years should be doing:

Physical Activity Guidelines for Infants (under 5s) Who Are Not Yet Walking:

1. Physical activity should be encouraged from birth, particularly through floor-based play and water-based activities in safe environments.
2. All under 5s should minimise the amount of time spent being inactive/sedentary (being restrained for example in walking aids or baby bouncers or sitting for example in infant carriers or seats) for extended periods (except time spent sleeping).

Physical Activity Guidelines for Infants (under 5s) Who Are Capable of Walking:

1. ****Children of pre-school age who are capable of walking unaided should be physically active for at least 180 minutes (3 hours), spread throughout the day (most UK children currently spend 120-150 minutes a day being physically active, so achieving this guideline means adding another 30-60 minutes each day).
2. All under 5s should minimise the amount of time being spent sedentary (being inactive, restrained or sitting) for extended periods (except time spent sleeping) by reducing screen time (e.g. watching tv, using a computer, tablet or smart phone) and reducing time spent in a pushchair or car seat.

Physical Activity Programme

****Little Rosie’s planning for both indoor and outdoor physical activities is based on the Early Years Foundation Stage. Each programme of activity supporting physical development is planned, reviewed and evaluated on a regular basis.

For children who cannot yet walk, Little Rosie’s plan opportunities for them to move freely on their tummy or back, such as through exploring treasury baskets, tummy activities and indoor soft play to encourage the child to reach and grasp resources. For children who are capable of walking, the nursery provides free space to move and play imaginatively both indoors and outdoors.

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Little Rosie’s provides opportunities to access and facilitate play, such as climbing frames and play equipment in the local park that is accessed daily, parachute games for both indoor and outdoor play, as well as lead structured activities that encourage movement such as circle games, action songs and local nature walks.

The nursery has a supportive environment and endeavours to provide an environment, which promotes physical activity throughout each day including travel to and from the nursery setting. Little Rosie’s ensures that outdoor activities are planned, and children can access these on a daily basis. Little Rosie’s provides daily access to the local park in exploring outdoor play and provides opportunities for free-flow play throughout the daily schedule. For non-walking children, the nursery uses soft materials and learning resources to create an active, stimulating and safe environment.

Little Rosie’s think sensibly about health and safety and are aware that in order for children to learn about managing risks associated with physical activity, we need to offer stimulating and challenging environments; through these environments, children are supported to explore and develop their own abilities and understanding. Alongside this, Little Rosie’s aim to manage the level of risk so that children are not exposed to unacceptable dangers. We conduct risk assessments and establish suitable arrangements for off-site visits to encourage children and their families to take advantage of the range of physical activities available within the local community.

The nursery minimises the amount of time children spend being sedentary for extended periods (except time spent sleeping). In the Early Years, spending time sedentary (being inactive, restrained or sitting) limits the opportunities that children have to move. Sedentary behaviour is any low-level energy activity that takes place whilst sitting or lying down. We avoid using restraining equipment (such as buggies and chairs) for long periods of time, unless for reasons of safety. We do not use sitting devices at the nursery. Children are only required to sit when eating. We interact regularly with every child to encourage movement.

At Little Rosie’s, we ensure to provide suitable physical activities for all. All of the children at Little Rosie’s, including those with special educational needs and disabilities (SEND) are entitled to a comprehensive programme of physical activity opportunities that allows all children to improve their skills of co-ordination, manipulation, control and movement and to develop positive attitudes towards physical activities including sports. Our provision is also fully inclusive of children from different cultures and religions. All staff are aware of the need to be sensitive to individual beliefs about what is acceptable in relation to physical activity.

Staff are confident in giving out advice to parents and carers in relation to families adopting healthy lifestyles and being physically active. We encourage parents to walk, scoot or cycle with their children for part or all the way to the nursery setting. We facilitate this by providing somewhere safe to leave bicycles or scooters. Little Rosie’s regularly promotes/holds special events for the children, which promote physical activity, such as different ways of travelling to nursery, obstacle courses both indoors and outdoors, stay and play sessions, under 2s sports picnic and sports day.



The nursery has developed a range of local outings that the children can walk to. This supports children’s and families’ knowledge of places of interest in the local environment that are within walking distance. These include outings to the local supermarket, park, library, market and fire station.

Little Rosie’s promotes a range of information workshops, activities and parenting programmes that support parent’s understanding of the importance of being physically active and on children’s development. These include parenting programmes such as stay and play sessions and information on physical activity tips, as well as physical activity leaflets.

**Health and Safety Policy**

**Policy**

It is our aim at Little Rosie’s to comply with all relevant Health & Safety legislations and regulations and to provide a clean and healthy nursery.

All staff must be aware of and abide by the Health and Safety Policy. The policy is available to parents on request.

**Food safety and hygiene**

* All our staff who are involved in the preparation and handling of food have received training in food hygiene.
* Food preparation areas are cleaned before and after use.
* All surfaces are clean and non-porous.
* All utensils, crockery etc. are clean and stored appropriately.
* Waste food is disposed of daily.
* Cleaning materials and other dangerous materials are stored out of children's reach.
* Children are not allowed to enter the kitchen area.
* Staff will ensure children follow hygiene practices including washing hands before meals and cleaning up after meals.
* We notify Ofsted of any food poisoning affecting two or more children looked after on the premises as soon as is reasonably practicable, but in any event within 14 days of the incident.

**Manual Handling**

To comply with Occupational Health and Safety Act 1991, which requires the nursery to follow the guidelines set out in this legislation;

Manual Handling means lifting, lowering, pushing, pulling, carrying, moving, holding or restraining any object or person.

Procedures for managing and monitoring safe manual handling:

* Staff are encouraged to use their common sense and not to take unnecessary risks when handling large/heavy objects.
* When lifting a child or object weighing more than 15 kilos, staff are required to seek assistance.
* Manual handling and correct lifting/back care training will be provided regularly.
* It is the responsibility of all staff to follow the procedures below and to assist by identifying manual handling hazards and risks.
* Regular checks to monitor use of manual handling at the nursery. Any difficulties noted will then be dealt with immediately.
* Managing risks for manual handling:
* Identifying risks - discuss issues with staff and check past incidents/accidents records.
* Assess risks – how much strain, pressure, stress, weight, force, grip, skill and duration is required for each activity.
* A risk assessment will be undertaken for any expectant student or staff member within the setting during their pregnancy.
* Control risks – when designing tasks to minimise injury, look at changing the way jobs are done, change the layout of the workplace, and change the equipment.

**Correct Lifting Procedures:**

* IF IN DOUBT, DO NOT LIFT!
* Staff must never twist while lifting.
* When staff lift a child or object they should not stretch over and lift, but lean close and raise as close as possible to their body.

**When lifting, staff must:**

* Place their feet apart in a striding position.
* Keep their breastbone elevated.
* Bend their knees.
* Brace their stomach muscles.
* Hold the child or object close to their body.
* Move their feet not their spine, to stand up.
* Prepare to move in a forward direction.
* Staff should transfer heavy items to smaller containers to reduce weight.

**Staff should:**

* Kneel where possible.
* Avoid sitting on child sized chairs where possible.
* Refrain from carrying children on their hip.
* Lift children with one arm under their buttocks and the other arm under their backs, with the child facing them.

**Sleep Policy**

At Little Rosie’s we recognise that children can become very tired during the day and that it is necessary to provide all children with the opportunity to rest or sleep during their session. We believe that every child’s needs are different, and this is why we aim to provide flexibility and opportunities for children to take rests and naps as they need and desire.

Little Rosie’s recognises that the welfare of the child is paramount and that it is very important for children to get all of the necessary sleep that they need. We work in partnership with parents and carers in respecting their wishes and requirements regarding their child’s sleep, provided that the child’s welfare is not compromised.

The nursery has a designated carpeted area where mattresses and blankets are provided for each child during sleep time and parents and carers are welcome to provide comforters and comfort blankets for their child in providing comfort and reassurance. Sleep time is encouraged following lunch time and the children are monitored at all times using a sleep chart. If a child does not wish to sleep, we will ask the child if they would like to join those that are playing in a different section of the nursery.

All children have an opportunity to sleep, relax or sit quietly at any time throughout the day in the story corner which contains a large carpet and cushions for the children to use as well as stories and soft toys for them to explore.







**Sun and Cold Weather Care Policy**

Little Rosie’s is committed to ensuring that all children are fully protected from the dangers of too much sun and cold weather. Young skin is delicate and very easily damaged by the weather and therefore it is important that all children in our care are protected. Children's safety outside in the sun and cold weather is the nursery's prime objective so staff will work closely with parents and carers to promote the children’s health and wellbeing in these weather conditions.

We ensure that children and parents/carers are made aware of the need for and provide sun hats, sun cream and appropriate clothing during hot weather conditions. Sun safety is discussed interactively with the children in teaching the importance of sun protection and are encouraged to drink more fluids during hot weather. During cold weather, we encourage the children to dress themselves in putting on coats, scares, gloves and hats to promote independence and self-help skills and ask that parents provide appropriate clothing for these weather conditions.



**Pick Up, Late Collection and Non-Collection of a Child Policy**

Little Rosie’s closes promptly at 6.00pm and parents requiring handover information about their child should aim to arrive at the latest 5.50pm to leave by 6.00pm. In the best interest of all our children the staff do not work shifts and the majority work from 8am-6pm Monday to Friday. Many of our staff have far to travel home and by a parent being late this delays a staff member’s journey home and adds to a long day. Any parent who is unable to collect at the allocated time needs to contact the nursery immediately to allow us time to reassure the child and the nursery staff accordingly. We understand that on occasions a parent may be five minutes late due to unforeseen circumstances.

**The following are our nursery’s procedures regarding collection:**

* Every child who leaves Little Rosie’s will only be allowed out of the building with whoever is authorised on the child’s registration form to pick up.
* On the registration form, there is a section ‘collection of your child’ where parents have specifically named a contact on their behalf who is eligible to collect their child.
* If a parent wishes someone else to do a collection they must put this in writing and the person must have photo ID upon arrival and the password of the parent’s choice before the child can go.
* Only a person over 16 years of age will be allowed to collect a child at any given time.
* If the staff member is at all worried the child will not be allowed to go home until the staff member has permission from the manager or deputy of the nursery.
* If a parent/carer is late for the morning session (after 1:00pm) and afternoon session (6:00pm) they would be contacted by mobile phone, email, home and work landlines until reached (unless the parent has phoned to say they are late)
* If a parent/carer arrives to collect a child who the nursery deems is in an unfit state to take charge of the child, the nursery may, with the nursery managers permission, keep the child at school until an alternative collection arrangement can be made.
* It is important and imperative that a staff member reads a story or plays with the child until their parent/carer /emergency contact comes to collect them.
* If it is after 6.00pm two members of staff must stay with the child one being either the manager or deputy of nursery and preferably the child’s key teacher.
* Any parent or carer who is late 6.00pm onwards will be asked to sign the late book and if a parent of carer is repeatedly late, they will be charged as Staff must leave promptly.
* In the event we cannot contact the parent/carer by phone or email, we would phone/email their emergency contact details, which are in the child’s file.
* If we were unsuccessful on the above action after 45 minutes the nursery manager or deputy would contact the Police/Social Services.

**Parents collecting children accompanied by other children and babies**

Early years practitioners and other members of Staff within the nursery are not permitted to care for any children who are not registered with Little Rosie’s. Therefore, if a parent comes to collect their child they must keep their children/babies with them always and the care of the child during the time they are on the premises is the parent’s responsibility.







**Outings/Trips to the Park Policy**

It is the aim of Little Rosie’s to make sure all the children and staff going out on any trips are safe and organised as possible. It is our aim that we go to the park as many times as possible weather permitting during the week.

**Procedures for Outings and trips to the park**

* Parents are sent a trip letter and are asked to sign and date an outing letter before their child can go on a trip.
* On the registration form, there is also an allocated part for parents to sign and date giving prior permission for children to be taken to the park daily.
* Daily risk assessment is done of the park before the children are taken.
* The manager or deputy must know any child who is not allowed to go on a trip.
* A risk assessment of outings is always written up and if it is a new outing a risk assessment must be received from the venue and analysed.
* When possible, a staff member will visit the venue to assess the risks involved.
* Details of the trip plan including staff, numbers, transportation, mobile phone, timing, safety, first aid, food etc are always included.
* Water and a snack should be taken if the children are not taking a packed lunch.
* The purchase orders for any trip expenses must be allocated at the beginning of the academic year and the nursery has a budget for trips.
* The manager or deputy should have a schedule of all trips in case there is an emergency and in case the parents call with any queries.
* There must be a list of the children and staff in the outings book/file.
* The nursery mobile phone should be taken and/or an allocated member of staff’s mobile.
* The nursery mobile number must be written in the trip book.
* All children wear high visibility jackets with the Little Rosie’s telephone number on them.
* Staff wear Little Rosie’s uniform and high visibility jackets on all outings.
* First Aid/epi pens (if required for a child with allergies) & Piriton must be taken.
* The ratios for outings depend on: the age of the children and where they are going.
* 18 months – 2 years: 4:8
* 2-3 years: 3:8
* 3-5 years: 2:8
* Staff will take map of the location if required.
* When walking locally, ensure all the children are on one side (away from the road) and are spaced out, so that if a child should fall, they do not all fall like dominoes!
* Walking in pairs; they hold hands, one practitioner in front one behind and one at the side between the children and the road.
* If there are any children who are slightly more boisterous, then a practitioner should hold their hand to ensure they do not jump away from the group.
* Always wear the high visibility yellow safety jackets/vests to ensure you are seen by traffic.
* Always cross at the zebra crossing.
* If you must cross at a side road or on the zebra crossing, make sure a staff member goes out in front to stop the traffic. The practitioner must stay in the road until all the children have crossed.

**Trips to the Park**

* A practitioner will lock the gate to ensure the gate is closed.
* A practitioner must risk assess the area for any objects and remove immediately before the children play.
* The children must be sat at the bench and have a discussion about health and safety procedures.
* Report any broken gates or fences to the manager and senior management ASAP and ensure the children cannot escape while you are there. The Council must be informed immediately so they can repair the area.

**Lost Child Policy**The aim is to ensure that all children who are on an outing or within the nursery should be as safe and secure as possible.

**Procedures**

* On outings, a risk assessment is always done. The ratios are always covered.
* However, in the very unlikely event of a child going missing from the nursery or on a trip a member of staff would search the area immediately and inform security at the venue e.g. Natural History Museum.
* The member of staff would call the nursery immediately to inform them what has happened, and the manager or deputy would be responsible for sending back up for the other children at the vicinity.
* If the child is not found, the parents of the child would be called by the nursery manager and the Police will be contacted immediately, and a search party will be set up.
* The remainder of the children would return to nursery and the search would continue for the lost child.

**Working in Partnership with Parents Policy**

**Aim**

Little Rosie’s believes it is important to work with parents to provide effective communication, enhance the partnership between the parents and the nursery and ensures everyone is working in the best interest of the children. Our aim is to be committed to working with parents always and suggestions on improving our quality of service are welcome.

**Procedures**

* Tour of Little Rosie’s prior to registering.
* If parents would like to know more about the educational curriculum or the operational side of the nursery, meetings can be organised with the nursery manager.
* Parents evenings once a year whereby parents and practitioners can converse for 10 minutes to discuss about their child’s progress at the end of the academic year.
* A daily care diary is accessible to parents and carers at the end of each day.
* Summative Assessments are sent out at the end of the Summer Term prior to Parent’s Evening.
* Child Learning Journeys for every child in the nursery are available and accessible online via an individual login account
* Termly parent workshops are offered and presented by the management team.
* Parents notice board for any relevant notices at the entrance and online via the parent portal.
* Daily notice board near the main entrance.
* A working in partnership booklet called a ‘Happy Parents Guide’ is given to each parent on the tour of the nursery.
* Monthly Newsletter.
* Policies & Procedures are available to read and on the website.
* Sports Day – every year and we hold a tea party after the sports events.
* Emails are sent out informing parents of certain changes within Little Rosie’s.
* An online feedback survey for parents/carers to share with us any ideas.
* Complaints log- please read the complaints policy.
* Parents can talk to the nursery practitioners every day.
* Little Rosie’s email address and phone numbers are provided for parents to contact the nursery.
* Confirmation letters are sent to the parents regarding places & invoices for fees.

**Complaints Policy**

Little Rosie’s prides itself on the quality of teaching and care for the children and the efficient administration of the nursery. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns raised by any parent, staff member or child. If a parent expresses a grievance about a minor incident this may not amount to a complaint. However, if a parent has a serious complaint they can expect it to be treated with respect, care and prompt attention by Little Rosie’s in accordance to our procedure. We aim to work with parents and to eradicate any issues that may have been raised by a parent in a timely and a cohesive way. We hope by being open and talking through any areas of concern we will ensure complaints are resolved.

All early years’ settings are required to keep a ‘summary log’ of all complaints that reach stage 2 or beyond. This is made available to parents as well as to Ofsted inspectors.

**Complaints Procedure**

**Stage 1**

* Any parent who has any anxieties or a minor complaint about the day to day running of the nursery should be addressed to the manager or deputy in person. If the manager is unavailable at the time she/he would call the parent back the same day.
* The nursery would invite the parent or guardian in for a meeting with the manager to discuss and resolve the complaint.
* Complaints on an administrative level and administrative issues; sessions, notice period, letters or invoices–Please email the nursery manager and a meeting would be organised with the manager.
* All complaints will be treated in confidence. Immediate action will be given to any grievance a parent wishes to make. If the complaint is about an action of a member of staff, a full investigation would be made which would then require a subsequent meeting.
* We expect the meeting to have an amicable and conclusive outcome at this stage.

**Stage 2**

* If stage 1 does not have a satisfactory conclusion or if the issue arises again the parent moves to stage 2.
* We would ask for parents to put their concerns or complaints in writing (or in writing on the complaints log) to the Manager.
* If there is a complaint about the welfare and safety of a child – a full investigation would be made, and the relevant professionals may be involved e.g. the manager, deputy, SENDCO or Local Safeguarding Team, Police and Ofsted.
* After a meeting about a complaint a follow up letter or email would be sent to the parent giving an outcome of the meeting and any solutions given.

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**Stage 3**

* If the parent is still not satisfied with the outcomes of the investigation, he or she can request a meeting with manager of the nursery.
* If a solution is not concluded an arbitrator/mediator can be involved to settle the complaint (this person must be agreed by both parties and has no legal power).
* Ofsted could be contacted as below.

Little Rosie’s endeavours to work with all parents to ensure there is a positive solution in the best interest of all the children, staff and parents within the nursery.

****If a parent feels they should make an official complaint about Little Rosie’s Nursery School which is related to the Statutory Framework of the Early Years Foundation Stage here are the following details:

OFSTED: The Office for Standards in Education

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk OFSTED

Helpline: 0300 123 1231

Ofsted Complaints Line: 0300 123 4234

****Address: Ofsted Piccadilly Gate Store Street Manchester M1 2WD

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******Exclusion Policy and Procedure**

Little Rosie’s reserves the right to suspend or exclude from the school parents who have not adhered to the terms and conditions of the school contract, not paid the school fees or been consistently abusive to a member of staff.







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**Recruitment Policy**

Little Rosie’s takes its commitment to Safeguard and Promote the Welfare of Children and Young People very seriously and expects all staff, students and volunteers to do the same. We aim to ensure that all people working with children are suitable to do so and we are therefore extremely vigilant when recruiting new staff to join our team. Little Rosie’s is also committed to providing a happy and supportive working environment to all its members of staff, in ensuring that no job applicant is treated unfairly on any grounds including race, colour, ethnic or national origin, religion or religious beliefs, sex or sexual orientation, martial of civil partner status, disability or age.

Our procedure is as follows:

* The recruitment adverts always contain the statement written above, regarding our commitment to safeguarding and promoting the welfare of children and young adults.
* All applicants will be required to complete an application form and will then receive a letter from the nursery stating whether they have been successful in reaching the next stage (face to face interview) or not.
* All references are checked
* During an interview, applicants will be asked to prove: Their identity (passport or photocard driver’s license), Relevant qualifications (certificates), Eligibility to work in the UK (official paperwork) and Their criminal history (disclosing anything that will show up on a DBS)
* Detailed enquiries will also be made regarding any gaps in their employment.
* The nursery Manager/Deputy will be present at interview although the final decision regarding employment will remain with the manager at all times.
* Each applicant will receive communication from the nursery stating whether they have been successful or not.
* The successful candidate will be informed that their job offer is conditional, dependant on the return of 2 satisfactory written references and an enhanced Disclosure and Barring Service check.
* New members of staff will not be allowed unsupervised access or be able to provide intimate care (nappy changing/toileting) to any child until their DBS check comes back clear.
* New members of staff will undergo a trial period (minimum of 12 weeks) during which time they will read and discuss the nursery’s policies and procedures and receive a mentor who will introduce them to the way in which the nursery operates. Their work ethic and performance will also be monitored very closely during this time and if satisfactory levels are not being reached their employment may be reconsidered.
* All staff will attend an annual appraisal and termly supervision meeting and are responsible for notifying the manager, in person, if any circumstances arise that may affect their suitability to work with children. This includes any health concerns or incidents that have occurred outside of the nursery. Staff will face disciplinary action if they fail to notify the manager within in a reasonable time scale.

**Smoking, Drugs and Drinking Policy**

Little Rosie’s prohibits the use of cigarettes, e-cigarettes, alcohol and illegal drugs on our premises at any time. If staff, students or volunteers are found to have broken the rules in respect of this policy this will be dealt with through our disciplinary procedures. Where an illegal act is suspected to have taken place, the police will be contacted, and Ofsted will be informed. All staff will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children. All parents/carers will be made aware of the rules during their induction visits.

Staff, students or volunteers who arrive at the nursery and are suspected to be under the influence of drugs and are considered unfit to work, will be asked to leave immediately and disciplinary procedures implemented. If staff are found in possession of illegal drugs, disciplinary action will follow. In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Manager must be informed as early as possible. If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the Manager/ Designated Safeguarding Officer, according to the provisions of the Safeguarding Children policy. The Manager/ Designated Safeguarding Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times

If parents/carers arrive to collect their child at the end of the session and are acting under the influence of drugs or alcohol, Little Rosie’s has a duty to refuse collection of their child, explaining our safeguarding and child protection policy, and we will call the emergency contact who is named on their registration form. If this is to happen, then the nursery Manager will arrange a meeting with the family to discuss their concerns and offer help or support if we can. All conversations held with the family will be recorded and any incidents will be logged. If for any reason parents/carers show any form of aggression when we withhold their child, then the police will be contacted. If we feel that parents/carers are not following advice furthermore to a meeting, the Special Assessment Team will be contacted and informed of the circumstances.

Staff, students or volunteers who arrive at the nursery clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow, as with the procedure with drugs. Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors. Staff must not smoke outside the nursery and are permitted to cover their uniform when doing so as they are role models and are representing the nursery.





**Fire Safety Policy**

**Fire Evacuation**

When you hear the fire alarm STOP, what you are doing and start to evacuate the building immediately.

* Line up the children in a calm, orderly manner and proceed to the main fire exit.
* Do not stop to put on coats, shoes or nappies.
* The person in charge of Fire Duty should CALL 999 IMMEDIATELY!
* Make your way outside to the designated meeting point. (stairs at the Emslie Horniman Pleasance park, across the road from nursery).
* All registers, signing in and out sheets, visitor’s book and outing book must be taken by the designated person if the fire alarm goes off. The Fire drill bag should contain epi pens, asthma pumps, first aid, a few nappies and wipes. It is the responsibility of the designated person to take it out to the assembly point if the fire alarm goes off.
* Be as quick and calm as you can. DO NOT PANIC.
* Line the children ready for a head count and register check. Then do a head count (adults).
* NEVER RETURN TO THE BUILDING ONCE THE ALARM HAS GONE OFF until told to do so by the fire brigade or the person in charge.
* Once the fire brigade has given the all clear, return to nursery in a calm & orderly manner.

**Fire Drills**

The manager is responsible for arranging the fire drills, which they will delegate to a different staff member to perform. These will happen once every term or if we have a new member of staff, student or volunteer we will do one as part of their induction, alarms will be checked once a week as part of the risk checks by staff. All information will be recorded signed and dated.

The fire Drill procedure will be clearly displayed on the notice board, for all parents, visitors and helpers to read. Visitors will be informed of exits.

If the fire alarm fails to go off to warn of a fire, a backup plan of a verbal warning or whistle will be given to warn the setting of the fire.

Records are kept of fire drills and the servicing of fire safety equipment.



**Fire Extinguishers/Blankets**

Fire extinguishers are situated inside the main hall and there is also a fire blanket in the kitchen. These are checked annually by the fire officer and certificates are recorded, staff are also given training on how to use the appropriate extinguisher.

The fire drill log must be completed after every fire evacuation.

**The fire drill log book must contain:**

* Date and time of the drill.
* How long it took.
* How many children, staff, students and visitors.
* Whether there were any problems that delayed evacuation.
* Any further action taken to improve the drill procedure

**Emergency Evacuation**

In the case of an emergency, such as a gas leak or a terrorist threat within the local vicinity, Little Rosie’s Nursery School will wait for advice from the emergency services prior to evacuating the building. Parents will be contacted at the soonest opportunity and will be informed of any evacuation procedures that we have to follow. Parent’s contact details will be taken with us in order to contact them during this evacuation process.





**Security Policy**

**Aim**

Little Rosie’s aim is to make sure that all the children are as safe as possible while on our premises. It is our policy to ensure parents absolute peace of mind that their child is in a safe and secure environment and in safe hands. These procedures have been read by all members of staff.

**Front door security procedures**

* ****Door opening times are:

8.00am to 9.00am

1:00pm to 1:15pm

5.30pm to 6.00pm

* Door duty will be the responsibility of the manager and deputy, or another senior member of staff with authorisation. Only in unforeseen circumstances can another member of staff open the door with authorisation.
* If the buzzer goes at any other times the manager or deputy will open the door only if they recognise the person from the camera or are familiar with the person otherwise they must go to the door.
* If the person answering the buzzer has any doubts about the individual at the door, in these circumstances you must go to the door.
* ****Any visitor who wishes to enter the building for an inspection, or to check gas, electricity etc must show ID before entry and sign the visitors’ book.
* Visitors are asked to sign and date the visitors’ book including prospective parents.
* Parents/Carers are not to open the door to anyone as you enter or leave the nursery. Never leave the door on the latch. Please pass this information onto anyone else collecting your child.

**Backdoor Safety Procedures**

* The back door is a fire exit at the nursery.
* The back door must remain shut always.
* Never leave this door ajar.

**Stairs**

* Children are to be attended always.
* Always ensure you have counted all the children after exiting the nursery to go downstairs.
* When the children are going down the stairs: One practitioner must lead at the front, one in the middle and one at the back.
* NEVER let the children lead, if they fall the practitioner must be there to break their fall and catch them.
* Children must hold on to the banister in single file.
* Always ask for more help if you need it from another practitioner.
* If you ever feel nervous about numbers or safety, then take the children up one or two at a time and they can wait at the top with their backs against the wall or sitting on their bottom on the floor with a practitioner.

**Bathroom**

* Younger children must be supervised on all bathroom visits.
* We encourage the children go at the same time together at allocated times if not then as there are four toilets then four children should be sent to the toilet.
* Children can go to the toilet whenever they wish, however keep note of the ones who always want to go to the toilet!
* Ensure all the children wash their hands after a toilet visit.



**Safeguarding/Child Protection Policy**

Advice has been taken from the Working Together to Safeguard Children 2018 and Keeping Children Safe in Education 2018.

**Safeguarding Definition**

Ofsted adopts the definition of safeguarding used in the Children Act 2004 and in the Department for Education and Skills (now DFE) guidance document Working together to safeguard children, which focuses on safeguarding and promoting children’s and learners’ welfare.

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**This can be summarised as:**

1. Protecting children and learners from maltreatment.

2. Preventing impairment of children’s and learners’ health or development.

3. Ensuring that children and learners are growing up in circumstances consistent with the provision of safe and effective care.

4. Undertaking that role to enable those children and learners to have optimum life chances and to enter adulthood successfully.

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**Policy**

The care and safety of the child must always be paramount. Our aim is to create an environment where children are safe from abuse or maltreatment. Any suspicion of abuse is promptly and appropriately responded to.

The staff at Little Rosie’s spend quality time with the children in our care and we may be exposed to signs, which make us suspicious of abuse.

**The practitioners have a responsibility to:**

* Recognise, respond, report, record, refer, re-refer and challenge if the situation does not deem to be improving.
* Be aware of the children’s physical and mental health through careful observations and reports.
* Follow our procedures when there is any cause for concern.
* Dealing with concerns promptly and efficiently, keeping the rights and protection of the child as our main priority always.

Little Rosie’s will make all reasonable endeavours to support and work with the family of any child at the nursery school. All decisions and practices will be put in place for the best interests of the child. All professionals working with a child has a role to play in identifying concerns, sharing information and taking prompt action, therefore Little Rosie’s understands the importance of partnership working and effective communication links internally and externally with the parents/carers and other professionals from other agencies.

The nursery has a designated safeguarding Lead who will provide support to staff members to carry out their safeguarding duties and who will liaise closely with other services such as children’s social care.



**Staff Behaviour**

* The staff members undertake a full induction where they receive training on the above policies and including how to respond to concerns and incidents and who to report these too.
* All staff members undertake safeguarding and child protection training to provide them with relevant skills and knowledge to safeguard children effectively.
* All staff undertake training events/continuous assessments and observations of their practice and knowledge to ensure that they understand their role in implementing the early help process. Including how they would identify emerging problems, liaise with the designated safeguarding lead, sharing information with other professionals to support early identification and assessment.

**Best Interests of the child**

Little Rosie’s recognises the child throughout the Safeguarding referring process and the Early Help Process to ensure that the child’s best interests are adhered to and the opinions of the child are at the heart of the process. Through the observation processes within the nursery there are recordings of children’s behaviour and expressions which provides valuable information and is included with the reporting process.

**Collection of Children**

If a parent/carer arrives to collect a child who the Nursery School deems is in an unfit state to take charge of the child, the Nursery School may, with the Manager’s permission, keep the child at school until an alternative collection arrangement can be made.

**Absent Child and Parent**

If a parent and child is absent from the nursery for a significant period and they have not informed the nursery of their absence, the manager will contact the family to find out about their circumstances and whether they need they will be continuing to come to the nursery. The family will be asked to provide in writing a notification of their absence or a withdrawal of their placement.

**Looked After Children**

Looked after children are those children who are the responsibility of the local authority which means a child who is subject to a care order (interim or full care order) or who is voluntarily accommodated by a local authority. Practitioners and staff working with the child are provided with all information regarding the child’s circumstances and requirements. The contact arrangements with the parents and details of the parental responsibilities are also shared with the point of contact being the designated safeguarding lead, therefore communication links are built and maintained via the child’s social worker and the point of contact within the nursery. Each looked after child has a Personal Education Plan (PEP) and this is reviewed regularly.

**Information Sharing Concerning Child Protection Issues**

There are times when we are required to share information about a child or their family. These are when they are related to:

* Concerns a child is or may be suffering from physical, neglect, emotional, sexual abuse or related to the Prevent Duty.

**Categories and definitions of abuse:**

* Physical Abuse

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

* Emotional Abuse

Emotional abuse is persistent emotional maltreatment of a child such as to

cause severe and persistent adverse effects on the child’s emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate

or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.



* Neglect

Neglect is the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy because of material substance abuse. Neglect may involve a parent failing to: Provide adequate food, clothing and shelter (including security policy from home or abandonment) Protect a child from physical and emotional harm and danger, ensure adequate supervision (including the use of inadequate care-givers) ensure access to appropriate medical care and treatment

* Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts.

 **Prevent Duty 2015**

Little Rosie’s is committed to protecting children from the risk of radicalisation and identifying children who may be vulnerable to radicalisation and extremism. This is a vocal or active opposition to the fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and benefits. Little Rosie’s follows the statutory framework for the Early Years Foundation Stage which sets standards for learning, development and care for children from 0-5, thereby assisting their personal, social and emotional development and understanding of the world.

**The prevent duty has four general themes**:

1. Risk Assessment
2. Working in Partnership
3. Staff Training
4. IT Policy

As with any other safeguarding risk, staff must act when they observe behaviour of concern as set out in our safeguarding procedures. Little Rosie’s staff should understand when it is appropriate to make referral to the channel programme, which focusses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. We would liaise with our Local Safeguarding Children’s Board.





**Responding to and Managing Allegations Against Staff**

In the event of an allegation being made against a member of staff, the manager (Designated Safeguarding Lead) would contact the LADO (Local Authority Designated Officer). The LADO must be contacted if you become aware of a person who works with the children has:

* Behaved in a way that has harmed or may have harmed a child.
* Possibly committed a criminal offence against children or related to a child.
* Behaved towards a child or children in a way that indicates they are unsuitable to work with children.

Should the allegation go further the Multi Agency Local Safeguarding Board which includes the Police, Social Services and Ofsted would be contacted before any action is followed. The staff member may well be suspended on full pay while the investigations are carried out and to protect the staff member and any family members involved. To protect all those involved the member of staff will be advised not to contact the staff, children or families connected to the nursery during the investigation.

Little Rosie’s recognises that staff involved in a child protection issue will find it distressing and we will endeavour to offer support and guidance accordingly.

The designated persons in each nursery (as above) have the appropriate training through the Local Early Years’ Service. The nursery manager or deputy are always immediately contacted. Any serious suspicions will be referred to the Social Services and Ofsted as well as the Safeguarding Children’s Board who will conduct investigations.



**Procedures**

* Where a concern arises in relation to the safeguarding of a specific child, that child’s parents are normally the first point of contact, unless it is not considered appropriate to inform them of the concern before seeking guidance from an external agency.
* Any person having concern for the welfare of a child should at once raise the matter with the designated person (nursery manager). The Designated Person will, having regard to any guidance from external bodies, take such action as seems appropriate to minimise any further risk to the child.
* A pre-existing injuries form is available in the office and must be signed by a parent. Document any cuts, bruises or marks that are on a child when they enter the Nursery and always inform nursery manager before they are filed.
* We ask parents to sign pre-existing sheets and photographs (with consent) as evidence of them being aware of the bruise or injury.
* Observing children for changes in behaviour and refer to the designated person.
* The practitioners will ask the child the TED (Tell me, explain to me and Describe) questions.
* The nursery manager must then be informed.
* A referral will be made if there is any doubt to the LADO.
* You will be asked to write a concern form – in as much detail as possible. Document physical injuries/behaviour changes/what children have said. (Body map may also be used to plot injuries). Also, document any discussions with parents.
* Remember to always focus on the needs of the child when dealing with a case of suspected abuse, this will keep you focused and never ask questions to the child which could influence the outcome, however listen to what they may say with understanding and without interpretation.
* Accurate records will be kept of all calls, minutes and outcomes relevant to the matter insofar as possible. All records will be treated as highly confidential and kept locked in a separate file. They will not be accessible to anyone within Little Rosie’s other than the designated persons.
* The Local Multi Agency Safeguarding Children’s Board (including Police, Health and Social Services) would be contacted related to the above together with Ofsted.
* If any member of staff is concerned about a colleague at work mistreating or abusing a child, they are to report it immediately to the designated person (Safeguarding Co-ordinator) and the nursery manager.
* If a Child Abuse allegation is made against the nursery manager, a report will be sent to the directors of the company.
* Please see additional information given on ‘Working together to Safeguard Children’ and Keeping children safe in education.

**All telephone referrals will need to be followed up with a written referral using the ‘Referral of concerns about an adult who works with children’ form. (LADO Referral). This is available from the LSCB website or on request from the duty Child Protection Advisor.**



**Reporting cases of FGM**

On the occasion that a member of staff is concerned that a child has been or is in danger of being the victim of FGM, the staff member is to communicate with the designated safeguarding lead and is to report their concern to the LSCB. All staff have attended training regarding prevent duty and what to do.





****Kensington and Chelsea Duty Line** – Tel: 020 7361 3013 (Out of hours – 020 7361 3013)

**For case consultations or Local Authority Designated Officer referrals, please contact the following:**

***Sarah Stalker (CSE Lead)***
Family Support and Child Protection Adviser (Monday/Tuesday and Wednesday only)
Telephone: 020 7598 4640
Mobile: 07971 322 482
Email: sarah.stalker@rbkc.gov.uk

***Rupinder Virdee***
Family Support and Child Protection Adviser
Mobile: 07989 155 271
Email: rupinder.virdee@rbkc.gov.uk

***Angela Clayton***
Family Support and Child Protection Adviser (Wednesday to Friday)
Mobile: 07807 159 907
Email: angela.clayton@rbkc.gov.uk

***Sarah Mangold***
Tri-borough Safeguarding Practice Lead
Mobile: 07984 016 841
Email: sarah.mangold@rbkc.gov.uk

**For LADO consultations and referrals please contact the duty Child Protection Adviser on:**

Telephone: 020 7361 3013
Email: KCLADO.Enquiries@rbkc.gov.uk

If you cannot reach a duty CP Adviser, you can contact:

***Kembra Healy***
Safer Organisation Manager and Local Authority Designated Officer (LADO)
Telephone: 07522 217 314
Email: kembra.healy@rbkc.gov.uk

### Safeguarding and Child Protection Training, Consultation and Advice for Schools and Education

***Hilary Shaw***
Safeguarding and Child Protection Schools and Education Officer
Mobile: 07817 365 519
Email: hilary.shaw@rbkc.gov.uk

*****Marissa Asli***
Safeguarding and Education – Liaison and Training Co-ordinator
Mobile: 07739 315 432
Email: marissa.aslibangura@rbkc.gov.uk

### Tri-borough FGM

**Rochelle-Ann Naidoo**
Tri-borough Senior Practitioner
Telephone: 020 7641 1610
Email: rnaidoo@westminster.gov.uk

### Bi-borough PREVENT

**Contact the local team on:**

Telephone: 020 8753 5727
Email: prevent@lbhf.gov.uk

### Tri-borough Multi-Agency Safeguarding Hub (MASH)

***Karen Duncan***
Tri-borough MASH Business Support Officer
Telephone: 020 7641 3991
Email: kduncan1@westminster.gov.uk

### Bi-Borough Admissions and Access to Education (Children Missing Education, Child Employment and Elective Home Education enquiries)

***Wendy Anthony***
Bi-Borough Head of Admissions and Access to Education
Telephone: 020 7745 6440
Email: wendy.anthony@rbkc.gov.uk

**In an emergency call the police on 999.**



**** Little Rosie’s Nursery School Safeguarding Referral Process

**Procedures to be taken when concerned about a child’s safety**

Practitioner has concerns about a child’s safety and welfare

No further LA children’s social care involvement at this stage, although other action may be necessary e.g. onward referral, common assessment

Initial assessment required

Feedback to referrer on next course of action

Social worker and manager acknowledge receipt of referral and decide on next course of action within one working day

No further child protection action, although may need to ensure services provided

No longer have concerns

Still have concerns

If still unsure discuss with Children’s Services Department on their professional’s advice line or designated safeguarding person

Practitioner discusses with manager and/or other senior colleagues as they think appropriate

******Behaviour Management Policy**

**At all stages, staff should keep the child’s circumstances under review and re-refer if appropriate**

Social worker and Manager acknowledge receipt of referral and decide on next course of action within one working day

Manager or designated safeguarding lead refers to LA children’s social care, following up in writing within 48 hours

At Little Rosie’s it is our aim to ensure the welfare and safety of each child is paramount.

**Aim:**

* Create a warm, calm and orderly atmosphere that promotes a sense of community.
* Achieve a consistent attitude by all staff that gives children a sense of security and safety whilst promoting clear expectations on acceptable behaviour.
* Ensure that all staff, directors, children and parents/carers understand their roles and responsibilities about behaviour management.
* Promote the continual development of staff and appropriate documented training.
* Refer to safeguarding procedures if necessary.

The attitude and behaviour of all staff is essential in creating and maintaining a positive ethos at Little Rosie’s and this committed team approach will help provide a positive role model for the children where they respect themselves and others.

* Always get down to a child’s level so that your eye contact is parallel to theirs and use vocabulary that a child is going to understand.
* Find out what has happened - is the child upset for “home” reasons, or is it because there has been an issue with another child? Never assume that the child is wrong to feel how they do, you may not have seen what has happened.
* Staff can collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone.
* Staff can ensure that children understand their own and others’ behaviour and its consequences and learn to distinguish right from wrong.
* If the issue is with another child, ask both children to explain what has happened (if they have the language to do so) and try to understand and negotiate each other’s point of view by example.
* Try to make them understand one another and become friends, when the child is ready and understands what they have done then they should say sorry depending on age and stage.
* Encourage the child to say sorry if they have upset another child, explain why that type of behaviour is not acceptable. Do not force a child to say sorry if they do not understand or mean it, the aim is for sincerity and that the child understands not for empty words.
* If one or both children still feel upset, try to divert the child’s attention to something more constructive – sometimes it is a good idea to give both children the same task to do with one another therefore promoting a positive outcome.
* Remember how you act and what you say, the child WILL remember – be kind, listen, be firm but above all be fair – why should the child worry about what you have said for the rest of the day and therefore not be able to come and talk to you again, if he or she feels humiliated- always think before you speak- imagine you are the child.
* The nursery manager is the designated person in charge of behavioural issues. They are there to discuss an issue that you are unsure about or if there is a pattern arising. You will be asked to make observations.
* Never refer to a child as having a behaviour problem - this is negative.
* Working in partnership is very important, arrange a meeting with the parents if the pattern continues. However, you can ask the parent how the child is at home to see if there is a pattern occurring.
* Children like adults behave differently to different situations, do not jump to a conclusion, remember a child is entitled to their privacy and confidentiality therefore you may not out or humiliated.
* Remember children have ears and as such they do “hear” everything even if you think they are not they may over hear, do NOT speak negatively about a child in front of them, this leads to lack of self– esteem in the child and humiliation.
* If a child is hurting another child, you can take them away to distract and talk to the child however we NEVER give them “time out” on a chair by themselves or take them outside of a room.
* NEVER call a child “NAUGHTY” or “STUPID”. You cannot segregate a child, withdraw food, use a naughty chair or put a child outside a room on their own. Under no circumstances shout, humiliate threaten or physically punish a child, it is a violation of ‘The Children Act 2006’ and it would become a safeguarding concern.
* Remember some children who may not be able to communicate verbally and will rely on your facial gestures to express your feelings. Encourage them to use ‘soft hands’ to stroke their friends or give them a hug, which means sorry.
* Please do use positive re-enforcement and praise as much as possible where a child has done something however small it maybe they will feel happy that you are praising them.
* At circle time, you can read a story to all the children or use puppets, therefore this will be talked about as a group acting inappropriately and what is good behaviour.
* Keep parents informed at pick up time if their child’s behaviour has changed that day, but do not bombard the parents with a stream of negative feedback. This can be distressing for the parents and it is not very confidential if other parents are in the nursery at pick up time. If a child’s behaviour has changed or is challenging, then write down your observations.
* The nursery manager will observe the child if there is a behavioural pattern and organise a meeting with the parents and an action plan will be put in place.
* If the child is repeatedly hurting children, then the practitioners need to shadow the child to reduce the number of incidents and to protect the other children- a monitoring chart can be filled in.
* If a child hurts another child, fill out an incident form for both sets of parents to sign.



NEVER NAME THE CHILD WHO HAS BEEN HURTING. It is easy for the child to be labelled. Remember children’s behaviour often changes when they are unhappy inside about something, it is normally a phase which they grow out of. The labelling can last a lot longer than the behaviour and can be more damaging.

**Biting, Scratching & Hurting Another Child**

* Due to a child’s stage and phase in their development it can be common and quite normal for children aged 12- 30 months and beyond to bite, hit and vent their emotions.
* The reasons for biting/scratching/hurting may be: pre- talking frustration, not being able to express their feelings or attention.
* Tiredness, hunger, affection, frustration that a toy has been taken or sore teeth are common causes.
* Treat the bite/scratch with first aid.
* Fill out an incident form for both sets of parents and make sure it is signed.
* Call the parent if a child has a bite mark or scratch on the face to inform them prior to them coming to collect their child or ask if they would like to come in earlier.
* NEVER NAME THE CHILD WHO BITES, SCRATCHES OR HURTS ANOTHER CHILD. It is very easy for children to get labelled. Remember children’s behaviour often changes when they are unhappy inside about something, it is normally a phase which they grow out of. The labelling can last a lot longer than the behaviour and can be more damaging.
* It is distressing for the parents of the child doing the biting as well as for the parents of the child being bitten. Please help parents understand the stage of development the children are at.
* It is important that the bitten child’s parents are aware of the action plan carried out with children that are repeatedly biting/scratching. They will want reassurance their child won’t be bitten or scratched again which we cannot guarantee however we will monitor the situation closely.
* If a child repeatedly bites then observations need to be recorded of times, activities and who was involved. The biting child needs to be shadowed to reduce the incidents occurring. The parents of the biting child will be asked to come in and have a meeting.

**Bullying**

Little Rosie’s has a zero tolerance on bullying.

A child’s behaviour is monitored and constantly observed if they are consistently ‘bullying’ another child, it is treated as any other negative behaviour. Children in the under 5’s are learning right from wrong and will not understand the term bullying. It is our duty to teach children the correct behaviour methods and work with parents regarding their child’s behaviour.

* We will follow our Behaviour Management policy strategies prior to take further steps.
* If a parent has any concerns that their child is being bullied, they can make an appointment with the behaviour co-ordinator who is the nursery manager.
* ****If a staff member feels a child is being bullied by a parent this would be a Safeguarding issue.
* A full investigation will be carried out and the nursery will work with parents to resolve the issue.
* Contact with the Children’s Social Care would be carried out to ensure the welfare of the child is paramount.
* If the bullying continued and all necessary procedures had been carried out, then exclusion from the nursery would be the final step.
* If a member of staff feels they are being bullied by another member of staff, they are to report their concerns to the nursery manager where upon this would be taken very seriously. If the staff member did not feel comfortable reporting their concerns to the nursery manager, then could approach the Director/owner of the company.

**Peer on Peer Incidents and allocations**

Little Rosie’s recognises that there may be occasions when children behave in a way which causes concern and may be peer on peer abuse. Any allegation made by a parent regarding a child or children acting this way will be investigated and dealt with via the complaints procedure.

The nursery school takes their responsibilities very seriously and works closely with the children and the parents to promote positive behaviour and to deal with situations which may occur where there is persistent repetition of behaviour including: -

* Name calling
* Biting, hitting, pushing, kicking
* Intimidation, segregation
* Isolating children

 Nursery practitioners provide a curriculum where children participate in learning activities to develop children’s social skills and ability to cooperate with their peers, cope with conflict, be independent, make their own decisions and can look after themselves, communicate their needs, wishes and opinions as well as being able to ask for help. Please refer to the main behaviour management policy for information regarding strategies used to address behaviour of children.

**Parent Behaviour**

* If a parent was being abusive to a staff member in the nursery, the parent will be asked to go to a separate room or the office immediately, where the issue can be discussed.
* ****If the parent leaves the school prior to a meeting happening; the manager would investigate the parent’s behaviour and the nursery’s actions. After a discussion with the director of the nursery an outcome would be discussed with the parent.



* The nursery manager would call the parent and a discussion would take place or a meeting would be organised.
* Should the parent carry on disturbing the peace and use threatening behaviour the directors would be called and the police if necessary.
* A child can be excluded from the nursery immediately if a parent uses threatening behaviour and we will always put the welfare of the child and staff first.





**Mobile Phones, Cameras & Social Networking Policy**

All staff, parents/carers and visitors are prohibited from using their mobiles within the nursery hall. No mobile phones are to be used in any of the nursery premises except the office. Phones and cameras are strictly prohibited in the toilets or the upstairs kitchen. We have a nursery mobile for outings and trips that are only used in these circumstances. All Staff mobile phones are to be locked away and staff are only allowed to use them when they are on their lunch break and in their own time. To ensure the safety and welfare of the children within our care, Parents, Carers and Visitors are requested to not use their mobile phones or cameras within the premises.

If a member of staff is using their mobile during their working hours a meeting will be organised to find out the reason why. If a member of staff is on their mobile whilst looking after the children, a formal meeting would take place. Any member of staff requiring a phone call from a family member due to personal reasons is asked to contact the nursery landline.

At our Nursery, we have designated nursery cameras for class use and for the staff to take photographs of the children doing the Early Years Foundation Stage activities. Images taken must be deemed suitable and must never put the child/children in any compromising positions that cause embarrassment, distress or harm. All photographs are taken and stored appropriately to safeguard the children in our care. Images taken and stored on nursery cameras must be downloaded as soon as possible ideally once a week and the images deleted from the camera’s memory card. Under no circumstances must cameras of any kind be taken in to the bathrooms. If photographs need to be taken in a bathroom, i.e. photographs of the children washing their hands, permission must be obtained from the nursery manager and staff must be supervised whilst taking the specific photograph. At all times the camera must be placed in a prominent place where it can be seen and stored in the office at the end of the day.

Staff are not allowed to take photographs of children on their mobile phones or on their personal cameras. Little Rosie’s reserves the right to check the image contents of a member of staff’s mobile phone should there be any cause for concern over the appropriate use of it. Should inappropriate material be found then the Local Authority Designated Officer (LADO) will be contacted immediately together with the directors. The company will follow any appropriate disciplinary measures.

Computers used in the nursery by the children and practitioners will have denied access to the internet. The only computers with access to the internet are the ones in the office. If a member of staff wishes to use the internet only for educational purposes, then they will be supervised by management.

All Staff are aware of this policy from their induction day and failure to adhere to the contents of this policy will lead to disciplinary procedures being followed.

Any work-related issue or material (e.g. comments, photographs of children or/and members of staff, confidential information) that could identify an individual who is a service user, relative or work colleague, which could adversely affect the nursery/company or child must not be placed on a social networking website such as Facebook, Twitter, What’s app and such like. This means that work related matters must not be placed on any such site at any time either during or outside of working hours via any computer equipment









**Intimate Care and Toileting Policy**

All children at Little Rosie’s Nursery School have the right to be safe, to be treated with courtesy, dignity and respect and can access all aspects of the education and care curriculum.

This policy sets out the clear principles and guidance on supporting intimate care needs with specific reference to toileting.

**Aims**

The aims of this policy and associated guidance are:

* To safeguard the rights and promote the welfare of children.
* To provide guidance to staff whose contact requires intimate care.
* To assure parents and carers that staff are knowledgeable about personal care and that their individual concerns are considered.

**Definition of Intimate Care**

* ‘Intimate Care’ can be defined as care tasks of an intimate nature associated with bodily functions, bodily products and personal hygiene, which require direct or indirect contact with, or exposure, to the private anatomy.
* It also incorporates changing colostomy bags or ileostomy bags/managing catheters/stomas or other equipment.
* In some cases, it may also include administering rectal medication prescribed by a GP.

**Identifying Intimate Care Tasks**

These include:

* Dressing and Undressing (underwear)
* Help someone use the bathroom
* Changing nappies
* Washing intimate parts

**Definition of Personal Care**

* ‘Personal Care’ may still involve touching but is of a less intimate nature.
* ‘Personal Care’ is usually associated with personal presentation and is regarded as social functioning.
* These tasks do not invade personal, privates or social space and can lead to positive social outcomes for the children.

**Identifying Personal Care Tasks**

* Skin care/applying external medication
* Feeding
* Administering prescribed medication
* Hair care
* Dressing and undressing clothing
* Washing none intimate parts of the body
* Prompting to go to the bathroom.

**Basic Principles**

Children’s intimate care needs cannot be seen in isolation or separated from other aspects of their lives. Encouraging them to participate in their own intimate or personal care is therefore part of the approach at Little Rosie’s Nursery School. We will bear in mind the following principles:

* Children have the right to feel safe and secure
* There will be no barriers to learning and participation
* Children will be respected and valued as individuals
* Children have the right to privacy/dignity when staff are meeting their needs
* Children have the right to information and support to enable them to make choices
* Children have the right to be accepted for who they are
* Children have the right to express their views and be heard
* A child’s intimate/personal care plan is designed to lead to independence

**Vulnerability to Abuse**

We will ensure that all staff at Little Rosie’s Nursery School are familiar with our safeguarding children policy and procedures to protect children from any form of abuse. They will also be made aware that they are vulnerable to accusations of abuse whilst attending to intimate/personal care routines, and therefore should act in accordance with agreed procedures.
**See Safeguarding Policy.**

**Working with Parents/Carers**



At Little Rosie’s Nursery School, we will work with the parents when attending to intimate/personal Care routines. If a child has a disability or medical needs that may affect intimate/personal Care routines, a Targeted Plan and Health Care Plan will be drawn up in agreement with parents/carers.

**Linking with External Agencies**

When a child with special care needs or disabilities is helped by other agencies, we will work closely with those agencies to take account of knowledge, skills and expertise of other professionals to ensure that the welfare of the child and their development remains the focus of our concern.

**Managing Risk**

These guidelines aim to manage risks and ensure that employees do not work outside the remit of their responsibilities. It is essential that all staff follow the guidance set out in this policy and take all responsible precautions to prevent or minimise accident, injury, loss or damage. It is of importance regarding:

* Staff Training
* The recording of activities as necessary
* Consent being obtained by parents and carers
* Any Health Care Plan being written with and signed by parents/carers
* The presence of two adults when invasive medical procedures are performed unless the parents have agreed to the presence of one adult only.

**Achieving Continence**

At Little Rosie’s Nursery School, we aim to encourage continence through:

* Getting to know how the child will communicate their needs.
* Having a knowledge and respect for any cultural and religious sensitivities related to aspects on intimate care.
* Speak to the child so that they are aware of the focus of the activity.
* Address the child in appropriate ways.
* Give explanations as to what is happening in a straightforward and reassuring way.
* Agree terminology for parts of the body and bodily functions with parents to ensure continuity.
* Respect a child’s preference for a sequence of care.
* Give strong clues that enable a child to anticipate and prepare for the events i.e. show them a clean nappy to indicate the intention to change.
* Encourage the child to undertake as much of the procedure for themselves including dressing and undressing.
* Use lots of praise and encouragement when they go to the bathroom.
* Seek the child’s permission before undressing if he/she is unable to do themselves.
* Provide facilities that afford privacy and modesty.
* Keep records noting responses to intimate care and changes of behaviour in line with the above intimate care policy.

**Nappy Changing & Potty Hygiene**

* Staff must wear gloves and a plastic apron over their aprons always.

**Changing Nappies**

* Make sure the changing mat is sanitised/cleaned before a child is placed on the mat
* Ensure you are wearing a fresh apron and gloves for each child
* Place the child on the mat
* Take the nappy off and dispose of it in the bin, please use a nappy sack if there is a soiled nappy
* Use any cream that the parent has given to be used on the child’s bottom area
* Clean bottom with the child’s own wipes and dispose in the bin
* The child’s OWN NAPPY should be worn
* After the nappy has been changed, disinfect the changing mat thoroughly
* Dispose of gloves and apron and then wash your hands
* When you have changed each child, this must be plotted on the changing chart with the time, staff member’s name and a comment if required.
* Any child who has loose stools, nappy rash or area of concern must be noted in the comment box.
* If a child is taller/bigger than the nappy changing facility, then a staff member may change the nappy standing up with the parent’s permission and notification to the manager.
* Notify the nursery manager or deputy manager of any concerns immediately.

**Potty Hygiene Policy**

* All staff must wear aprons and gloves when a child is on the potty or doing a poo in the toilet.
* Once the child has finished, pour their ‘content’ down the toilet!
* Disinfect the potty and ensure it is wiped clean.
* Replace the potty and dispose of your gloves.
* Always wash your hands with soap and water/sanitise
* All children who have been introduced to potty training can be charted to ensure this is monitored.
* If a child has an accident, please ensure they are changed into their spare clothing and if they do not have any remind the parent/carer to bring some.
* Please be understanding to the child if they wet themselves and never be negative about it e.g. Say “oh well it is ok we will get you all dry” or similar.

**Special Educational Needs and Disabilities Policy**

It is the aim of Little Rosie’s Special Educational Needs and Disability Policy to ensure that parents and all staff understand the procedures undertaken and that children are included. Little Rosie’s aims to try and meet the individual needs of all children.

**Special Educational Needs and Disabilities- What does it mean?**

The term ‘Special Educational Needs and Disabilities’ has a legal definition. Children with special educational needs and/or disabilities may find it harder to learn than most children of the same age. These children may need extra or different help from that given to other children of the same age.

Little Rosie’s follows the Children and Families Act 2014 in relation to SEND; where by the Education, Health and Social Care are required to co-operate at a local level with a joint approach across all agencies. SEND Code of Practice (2015), Code of Practice is a legal requirement.

**Concern Procedures**

* If a child has special educational needs or a disability before they come to Little Rosie’s it is the parent’s responsibility to inform us and work in partnership with the nursery in the best interest of the child. We ask all parents to provide any reports from external professionals that they may have seen.
* Any parent who is concerned about their child can seek advice or have a meeting with the respective SENDCO at the nursery.
* Key tachers who become concerned about a child in any area of development would first observe the child, providing evidence before writing a concern form.
* The concern form is given to the SENDCO who will liaise with the nursery manager.
* In general, any concerns regarding the children must be monitored by written observations for up to six weeks unless immediate action is necessary.
* A meeting would be organised between the SENCO and parents to discuss the needs of the child.
* The SENDCO can contact the Local Borough’s Early Years Team for any advice and with the parents’ permission The Early Years Team’s SENDCO can come to observe the child.
* The local Safeguarding team when deemed necessary.
* The child may see external professionals such as (Speech and Language Therapist) or others.
* A Targeted Plan is devised with small targets to help the child which is agreed upon by the parents, external professionals, the SENDCO, and any other member of staff working with the child.
* The Targeted Plan must be signed by the parents and reviewed approximately every 6 weeks.

**SENCO’s Responsibilities**

* Advising and supporting staff in the nursery.
* Ensuring inclusion and equality.
* Co-ordinating provision.
* Assessing the child’s strengths and areas to develop in planning support for the child in discussion with colleagues and parents.
* Coordinating with parents and using a CAF (Common Assessment Framework) where needed.
* Ensuring an appropriate Targeted Plan is in place and ensure a review with parents and external professionals when necessary.
* When required attend a Multi-Disciplinary Action meeting.
* Ensuring that the relevant background information about children with SEND is collated, recorded and updated.
* Contacting and liaising with the Safeguarding Team if necessary
* Overseeing the records on all children with SEND.
* Working in Partnership with the parents of children with SEND.
* Liaising with external agencies and other professionals in respect of children with SEND.
* Reviewing when required.

**Royal Borough of Kensington and Chelsea Arrangements**

We seek advice from our Early Years SEN Advisory Teacher to discuss whether referral is appropriate. The request is discussed with the child’s parents/carers. Once agreed, the setting will complete an Early Help Referral Form and ask the parents/carers to sign before returning the form to the Early Help Kensington and Chelsea Team.

**Inclusion Funding to Support Inclusion**

A delegated inclusion budget for SEND is provided by Kensington and Chelsea Local Authority. The Inclusion Funding is a means of enabling us to provide early intervention and promote inclusion by offering funding to provide additional adult support (called an Inclusion Support Worker) for children identified with special educational needs and disabilities. The decision to offer Inclusion Funding is made in consultation with the Early Years SEN Advisory Teacher (Early Intervention Service). Whether Inclusion Funding is given, and the number of hours offered will be based on the level/complexity of SEND. Application for the funding is discussed with parents/carers and the Early Years SEN Advisory Teacher (Early Intervention Service) makes the application.

**Agencies Available for Support**

* Early Intervention Service – Early Years SEN Advisory Teacher & Early Years Specialist
* Practitioners
* Health Visitors
* Speech and Language Therapy Service
* Physiotherapy Service
* Occupational Therapy Service
* Local Children’s Centre Staff
* We have a knowledge of local services (e.g. Family Information Service)

**Graduated Approach**

An **assessment** of the child’s needs including whether we would seek more specialist help from health, social services or other agencies. Initial observations and assessments from staff and parent concerns form the early identification. Ongoing assessments linked to the EY Outcomes/Development Matters. Also, a range of interventions to assess the child’s level of learning and development (e.g. Speech and Language assessment tools, Early Outcomes, box full of feelings and PALS).

**Plan:** An agreement about the interventions and support needed and the expected impact on implementation of the interventions or programmes agreed, including assessing the child’s response to the action taken. Individual Support Plans (ISP’s) with a child-centred focus.

**Do:** Daily support from the child’s key teacher/inclusion worker. Implementation of the ISP overseen by the SENCO. Participation encouraged from the child’s parents, activities at home to reinforce the provision and contribute to the child’s progress and feedback.

A **review** of the effectiveness of the support and its impact on the child’s progress by the key person, SENCO, the child’s parent(s) and the views of the child, including any agreed chances to outcomes, next steps and support. Revisiting this cycle of action in increasing detail and frequency including seeking further specialist help to secure good progress until the SENCO, key person, the child’s parent(s) and education, health and care needs assessment (see below).



**Education Health Care Plan**

* When a child has significant needs, and these cannot be met as part of the reasonable steps that setting should take to comply with the Equality Act 2010 and other legislation, an assessment can be carried out to see if the child qualifies for an Education, Health and Care plan. An EHC plan is designed to support a child or young person to achieve the best outcomes possible. It is also meant to be very person-or child-centred and so the needs and interests of children are meant to be reflected in the document. The plan records what support and provision is needed to help the child achieve the desired outcomes. This includes social care, as well as health and education needs. Once drawn up, the plan is legally binding.
* Some children may need additional support and require an EHC plan.
* The first step in the process is a request that is sent to the local authority. The local authority should have information about how to do this which will probably include a form to fill in. If you think that a child needs an assessment for an EHC plan, you should talk to the parents and together decide who will make the request. Once the request goes to the local authority, they have six weeks to decide whether to carry out an assessment based on what has been written in the request. It is important to make sure parents know that a request for an assessment may not automatically result in an EHC plan for the child.
* Reports will be requested from any of the agencies involved with the child and from the parent.
* If it is felt the child has SEND based on the information gathered the LEA makes the decision through a panel of professionals and this may or may not lead to an Education and Health Care Plan (EHCP) an outcome letter is sent to the parents and nursery.
* If the child is given an Education Health Care Plan the LEA Department may give allocated funding to support the child with one on one within the nursery school.




 Little Rosie’s Nursery School
 Concern Regarding a Child’s Development Process

Diagnosed Condition

Observe the Child

Continue with Targeted Support

Complete EHC Plan

Seek Additional Support from Local Authority

**Improvement**

**No Improvement**

Review ISP after 6 Weeks

Complete Individual Support Plan

Follow Standard Observation

Introduce Targeted Support

Complete Preliminary Concern Form

Discuss with the Child’s Parents

**No Improvement**

**Improvement**

Discuss with your SEND Co-ordinator



Contact Local Area SENCO







**Animal Policy**

If a parent/carer arrives at the nursery accompanied with a dog, they will be asked to tie the dog up outside the nursery. On occasions the nursery have animals to visit on these occasions the following procedures are to be followed:

* When handling the animals please ensure hands are washed immediately afterwards using warm water and anti-bacterial soap.
* All staff must wear gloves when handling animals.
* All children are to have permission from their parents to be able to touch the animals (permission forms will be given to the parents prior to the animal visiting).
* If the child wants to touch the animals, they can (if they have permission from the parents).
* ****Members of staff need to be aware of allergies and ensure that any child with an allergy does not have contact with the animal at any time.

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**Confidentiality Policy**

**Statement of Intent**

Little Rosie’s Nursery School respects the privacy of children, parents and staff, while ensuring we provide high quality care and play opportunities in our setting.

**Aim**

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

****We meet the requirements of the Human Rights Act 1998 regarding protecting the individual’s rights to a private family life, home and correspondence. Our only justification to interfere with this ‘right’ is where we believe that a child may be at risk of significant harm, to prevent a crime or disorder.

We meet the rights of the General Data Protection Regulation 2018 regarding the information kept about their families, including how it is collected and stored and used.

**Personal records:**

* Registration and admission forms
* ****Medical Reports
* Nursery Reports
* Signed consents
* Correspondence concerning the child or family
* Parent meeting reports or minutes concerning the child for external agencies
* An on-going record of relevant contact with parents
* Observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters, incident and accident logs; care plans; behaviour plans and any other relevant information.

These confidential records are stored securely in filing cabinets in the nursery office and are locked when not in use.

Parents can have access to the files and records of their own children but not access to information about any other child.

Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child’s needs. Staff induction includes an awareness of the importance of confidentiality in the key worker role.

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**** **Information Sharing concerning Child Protection Issues**

There are times when we are required to share information about a child or their family. These are when there are related to:

* Concerns that a child is or may be suffering from physical, neglect, emotional or sexual abuse.

We explain to families about our duty to share information for the above reasons. Where we have concerns, we would normally try to gain consent from families to share these in writing. We do not seek consent from parents to share information where we believe that a child may be endangered by seeking to gain consent for example where we believe a parent may cover up any form of abuse.

****Where evidence to support our concerns is not clear we may seek advice from our LADO. We only share relevant information that is accurate, factual, none-judgemental and up to date.

**Information Sharing Concerning a Child’s Development**

****Little Rosie’s Nursery School is committed to the development of the children attending the nursery. We follow the Early Years Foundation Stage Statutory Framework (EYFS) and we emphasise on providing high quality care through partnership and collaboration with parents/carers, we will be observing the development of the children during their time at Little Rosie’s Nursery School. With the permission of the parents/guardian we will share this with other services that may be involved in the care of your children such as schools and external support agencies unless it is in the child’s welfare to speak confidentially.

Little Rosie’s Nursery School is also committed in working with children with additional needs. To achieve this, Little Rosie’s, with parental permission, will gather and share information between services such as schools, local inclusion teams, health care professionals and other external agencies. This information will be used to provide consistency of care and other support suited to the child’s needs.

Other records Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personal decisions.

When students undertaking recognised qualifications, training or placements are observing within the setting, they are informed of our and required to respect it.

****

**Access to personal records**

* Parents may request to see the child’s personal file by a parent or person with parental responsibility, in which this must be made in writing to the nursery manager.
* Little Rosie’s Nursery School aims to provide access to requested records within 14 days.
* A photocopy of the complete file is taken as a record.
* Legal advice may be sort before sharing a file, especially where the parents have possible grounds for litigation against Little Rosie’s Nursery School or another (third party) agency.
* Parents may have access to their child’s Learning Journey, tracker and observations at any time.

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**All the undertakings above are subject to the paramount commitment of Little Rosie’s Nursery School.**

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**General Data Protection Regulation 2018**

**What is the GDPR?**

The GDPR stands for General Date Protection Regulation and replaces the previous Data Protection Directives that were in place and it comes into effect on 25th May 2018.

****GDPR states that personal data should be ‘processed fairly & lawfully’ and ‘collected for specified, explicit and legitimate purposes’ and that individuals data is not processed without their knowledge and are only processed with their ‘explicit’ consent. GDPR covers personal data relating to individuals. Little Rosie’s Nursery School is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors and staff personal data. The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly. Little Rosie’s Nursery School is registered with the ICO (Information Commissioners Office) under registration reference: **ZA373420**

**What are the GDPR rights?**

* The right to be informed

****Little Rosie’s Nursery School is a registered Childcare provider with Ofsted and as so, is required to collect and manage certain data. We need to know parent’s names, addresses, telephone numbers, email addresses, date of birth and National Insurance numbers. We need to know children’s’ full names, addresses, date of birth and Birth Certificate number. For parents claiming the free nursery entitlement we are requested to provide this data to the Royal Borough of Kensington and Chelsea; this information is sent to the Local Authority via a secure electronic file transfer system. We are required to collect certain details of visitors to our pre-schools. We need to know visits names, telephone numbers, addresses and where appropriate company name. This is in respect of our Health and Safety and Safeguarding Policies. As an employer, Little Rosie’s Nursery School is required to hold data on its employees; names, addresses, email addresses, telephone numbers, date of birth, National Insurance numbers, photographic ID (such as passport and driver’s license) and bank details. This information is also required for Disclosure and Barring Service checks (DBS) and proof of eligibility to work in the UK. This information is sent via a secure file transfer system to Acorn Direct for the processing of DBS checks. Little Rosie’s Nursery School uses cookies on its website to collect data for Google Analytics, this data is anonymous.

* The right of access

****At any point an individual can make a request relating to their data Little Rosie’s Nursery School will need to provide a response (within 1 month). Little Rosie’s Nursery School can refuse a request, if we have a lawful obligation to retain data i.e. from Ofsted in relation to the EYFS, but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

* The right to erasure

****You have the right to request the deletion of your data where there is no compelling reason for its continued use. However, Little Rosie’s Nursery School has a legal duty to keep children’s and parent’s details for a reasonable time. We retain these records for 3 years after leaving, children's accident and injury records for 19 years (or until the child reaches 21 years), and 22 years (or until the child reaches 24 years) for Child Protection records. Staff records must be kept for 6 years after the member of leaves employment, before they can be erased. This data is archived securely and shredded after the legal retention period.

* The right to restrict processing

Parents, visitors and staff can object to Little Rosie’s Nursery School processing their data. This means that records can be stored but must not be used in any way, for example reports or for communications.

* The right to data portability

Little Rosie’s Nursery School requires data to be transferred from one IT system to another; such as from Little Rosie’s Nursery School to the Local Authority, to shared settings and to Tapestry' Online Learning Journal. These recipients use secure file transfer systems and have their own policies and procedures in place in relation to GDPR.

* The right to object

Parents, visitors and staff can object to their data being used for certain activities like marketing or research.

* The right to note be subject to automated decision-making, including profiling

Automated decisions and profiling are used for marketing-based organisations. Little Rosie’s Nursery School does not use personal data for such purposes.

**How will personal information be used and stored?**

All paper copies of children's and staff records are kept in a locked filling cabinet in the office. Members of staff can have access to these files, but information taken from the files about individual children is confidential and apart from archiving, these records remain on site at all times. These records are shredded after the retention period. Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period.

Little Rosie’s Nursery School collects a large amount of personal data every year including; names and addresses of those on the waiting list. These records are shredded if the child does not attend or added to the child’s file and stored appropriately. Information regarding families’ involvement with other agencies is stored both electronically and in paper format, this information is kept in a locked filling cabinet in the office. These records are shredded after the relevant retention period.

Upon a child leaving Little Rosie’s Nursery School and moving on to school or moving settings, data held on the child may be shared with the receiving school. Such information will be sent via the Royal Borough of Kensington and Chelsea post service or via a secure file transfer system. For children attending school outside Southampton City Council the parent/carer will be given the data to deliver to the receiving school.

Little Rosie’s Nursery School stores personal data held visually in photographs or video clips or as sound recordings, unless written consent has been obtained. No names are stored with images in photo albums, displays, on the website or on Little Rosie’s Nursery School social media sites.

Access to all Office computers and Tapestry Online Learning Journal is password protected. When a member of staff leaves the company, these passwords are changed in line with this policy and our Safeguarding policy. Any portable data storage used to store personal data, e.g. USB memory stick, are password protected and/or stored in a locked filing cabinet.

GDPR means that Little Rosie’s Nursery School must:

* Manage and process personal data properly
* Protect the individual’s rights to privacy
* Provide an individual with access to all personal information held on them



