



Benjamin Rabbit Nursery, is Ofsted registered, subject to Ofsted / Early Years Directorate inspection and will follow the guidelines as set out in The Children Act 1989 and 2004 and the Ofsted Number: EY477957

### WELCOME TO BENJAMIN RABBIT NURSERY

Benjamin Rabbit Nursery is at the heart of Chatham town, and welcomes all children from birth to pre school age. Your children will enjoy a wide and exciting range of play opportunities in our newly developed nursery environment, supporting their wellbeing, social and educational development. We work in partnership with parents and carers so that you are reassured that your child will be well cared for and happy at Benjamin Rabbit Nursery.



### WHY CHOOSE BENJAMIN RABBIT NURSERY?

Benjamin Rabbit Nursery is well equipped and in a central location close to rail and bus links. We have parking both at the nursery and at the public car park adjacent to the nursery.

We are an experienced team of early years professionals dedicated to providing high quality childcare. Our qualified and experienced team are committed to early years development and work in line with Ofsted requirements. Your child will be provided with a carefully planned programme of activities and a learning environment that is tailored to their own individual needs and stages of development.

Our nursery has excellent well equipped rooms over three floors with dedicated areas for babies, toddlers and pre-school children, offer a secure, safe and stimulating environment.

The garden offers a range of play experiences for all children, with regular opportunities to access the outdoor environment each day.



#### AT BENJAMIN RABBIT NURSERY WE ARE COMMITTED TO

Providing all children with a fun and varied day that encourages social, physical, intellectual, cultural and emotional development.




Treating everyone with respect and ensuring that we are courteous in all our interactions, dealing with challenges in a calm and patient manner.

Valuing differences and cultural diversity to ensure that all children and families get an excellent service.

Ensuring that our staff aspire to excellence and have the necessary skills and experience to promote children's development.

Contributing to the wider local community.

#### WHAT CAN YOU EXPECT FROM BENJAMIN RABBIT NURSERY?

-  A nursery that has dedicated space for babies, toddlers and pre-school children with a outdoor play area.
-  A friendly and welcoming environment where each child is encouraged to reach their full potential supported by skilled and attentive staff.
-  A commitment to working in partnership with parents and carers so that your child can have a tailored learning experience.



- 🐰 Healthy breakfasts, lunches and snacks, which have been developed by a children's nutritionist.
- 🐰 Nappies, wipes and sun cream included in the fee. Alternatively some parents or carers may wish to bring their own brands.
- 🐰 Free children's places under the government supported schemes.
- 🐰 Child care vouchers or equivalent accepted

For further information and an registration form please contact Gemma or Michelle on 01634 786500

or email:- [manager@benjaminrabbitnursery.co.uk](mailto:manager@benjaminrabbitnursery.co.uk)

You can find our website on [www.benjaminrabbitnursery.co.uk](http://www.benjaminrabbitnursery.co.uk) or discover us on Facebook.

HOURS OF OPENING

7.30AM TO 6.30PM



Benjamin Rabbit Nursery

18 New Road Avenue

Chatham

Kent

ME4 6BA





## **NURSERY FEES AND HOURS OF OPENING**

All full day prices include a breakfast, lunch and an afternoon tea.

A morning session will include a breakfast, snack and lunch (at an additional cost)

An afternoon session will include snack and tea.

Our food is freshly prepared, healthy and nutritious, and we cater for a range of dietary requirements.

### Babies 3 months to 2 years

Full Day:	7.30 am to 6.30 pm	£51
Session:	7.30 am to 1.00 pm	£31
	1.00 pm to 6.30 pm	£31

### Toddlers 2 to 3 years

Full day:	7.30 am to 6.30 pm	£51
Session:	7.30 am to 1.00 pm	£31
	1.00 pm to 6.30 pm	£31



### Pre school 3 to 5 years

Full day:	7.30 am to 6.30 pm	£46
Session:	7.30 am to 1.00 pm	£31

1.00 pm to 6.30 pm                      £31

Lunch    £2.70

We calculate your bill by taking the daily rate and multiplying it by the amount of sessions you require. We then multiply by 50 weeks and divide by 12 months.

This will give you the same figure for every month. For example:

2 full days per week (7.30am to 6.30pm) for a child under 3 years old is

$£51 \times 2 = £90 \times 50 \text{ weeks} = £5100 \text{ divided by } 12 \text{ months} = £425 \text{ per month}$

FULL TIME PLACES ARE CHARGED FOR 50 WEEKS OF THE YEAR TO  
ACCOUNT FOR PUBLIC AND BANK HOLIDAYS

FEES ARE PAYABLE MONTHLY IN ADVANCE BY BACS, CASH OR CHEQUE. IF  
THIS ARRANGEMENT IS DIFFICULT FOR YOU, PLEASE SPEAK TO THE  
MANAGER, WHO CAN ADVISE OF DIFFERENT PAYMENT OPTIONS

Nursery Funded Education sessions are paid for under local arrangements overseen by the local authority. We require to have seen your child's birth certificate. This means that your child will become entitled to free nursery sessions over 38 weeks of the year and up to 15 hours per week once your child is 3 years old. You can start the term after their 3<sup>rd</sup> birthday and this continues until they start full time school. You can vary your hours but this must be finalised at the beginning of each term.

For the two year old scheme this is subject to approval via the local authority and on production of the relevant documentation.

Please note a registration fee is required to reserve a place is £25

Fees must be paid even if your child is unable to attend due to sickness or family holidays.

Fees are reviewed annually.

We are closed Christmas eve and all bank holidays.

## 2 – Admission / Registration



- All nursery places are allocated on a first come first served basis with the exception of parents who have a child at nursery.
- We keep a waiting list for the Nursery, and application are dated on receipt.
- On confirmation of place, parents are required to complete a registration pack and pay a registration fee to secure the nursery place. This is a non-refundable fee. The registration fee is £25 per child.
- Preference is given to parent who already have a child in Nursery and there is a discount on fees of the younger child when the second child joins nursery (£2 per full day and £1 per half day)
- We advise for children to attend the setting for a minimum of two full days or four half days however this arrangement is down to managements discretion.
- We advise that all children prior to their first day of attendance attend the nursery for short settling in sessions, these sessions are not chargeable.
- Child numbers will be strictly regulated so that the maximum legally permitted is not exceeded.
- We will make any reasonable adjustment to accommodate children with additional needs.
- We will make every effort to assist families with additional languages.

### 3 - Assessments, Recording and Reporting



At Benjamin Rabbit Nursery we aim to:

- Ensure staff continuously and effectively assess each child's development.
- Ensure information is kept for each child.
- Ensure assessment information is used to support the planning process and curriculum.
- To provide up to date reports on children's progress.
- To promote continuity of learning between different educational settings.



## 4 - Confidential Record Keeping



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

We keep three records on children attending our nursery:

- Developmental records. These include observations of children in the setting, samples of their work, summary developmental reports and children's personal folders.
- Personal records. These include registration forms, signed consents and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies and an ongoing record of relevant contact with parents on matters concerning the child. Confidential records are stored in a lockable filing cabinet in the manager's office.
- Computer records on an individual child.

### Confidentiality

- All medical consents completed at registration are retained in a secure folder located in the manager's office. Each room has a summary of medical consents and allergies for children attending that room. The medical folder contains the following sections, signed medicine consent forms and completed care plans.

Staff will only discuss personal information given by parents with relevant

members of staff within the bounds of the nursery. All staff are bound by their Contracts of Employment which has a clear confidentiality clause.

Students and volunteers visiting the setting are advised of our confidentiality policy during induction and are required to sign and respect this policy.

Benjamin Rabbit Nursery uses a software program to retain parent and child details. This software has secure access using a login and password.

All archive records are stored securely. Records aged over five years are shredded.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
July 2014	YW	July 2015
August 2015	GW	August 2016
August 2016	GW	August 2017
August 2017	MA	August 2018

## 5 - Data Protection



The Data Protection Act 1998 came into force on 1st March 2000. It sets out what can and cannot be done with personal data. Benjamin Rabbit Nursery is legally obliged to comply with the provisions of this act.

Benjamin Rabbit Nursery needs to collect and use certain types of information about people with whom it deals with in order to operate effectively. These include children, parents, staff and others with whom it communicates.

This personal information must be dealt with properly and securely regardless of what method is used for its collection, recording and use, whether this is a paper, computer system or any other material. There are safeguards to ensure that the processing of such information is carried out in a proper manner and these are contained in the Act.

Benjamin Rabbit Nursery ensure we treat personal information lawfully and fairly.

## 6 - Food and Nutrition



We have food freshly prepared by our cook who is experienced in caring for children. The recipes have been devised based upon guidance from children's nutritionists and are healthy, tasty and varied. The menus are displayed in the reception areas and we cater for a range of dietary requirements.

We provide healthy snacks in the morning and afternoon where children are encouraged to choose food and help themselves with support. Children's preferences and dietary needs will be discussed at registration and any subsequent changes in diet will need to be made known by the parent or carer.

Fresh water is available to the children at all times and we do not serve sugary drinks such as juice or squash.

We celebrate children's birthdays and will make celebratory cakes for sharing but unfortunately we cannot accept home baked cakes.

We encourage set times for meals for children to sit together to eat socially. General social skills are taught such as hand washing prior to eating and saying please and thank you.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW	August 2015/16/17
	MA	August 2018

## 7 – Learning Through Play: our learning schedules



The learning schedules are devised to be both developmental and fun so that children learn through play.

Our management and staff work together to plan termly programmes which we display in our nursery. In addition to these programmes, there are cultural and topical themes that are developed over a longer period. Children are encouraged to determine what they want to do and this is incorporated into the learning schedules.

We ensure that the learning includes both individual and small group activities to encourage both self-reliance and shared goals. We ensure that the schedules are inclusive as we recognise that children may learn in different ways and at different paces.

We welcome feedback from parents and carers on our learning schedules and have a comment box for parents and carers to make suggestions on topics and developmental needs of their child.

We discuss how things are progressing for families and allow parents to make changes to learning schedules. Parents meetings are available upon request. We keep detailed developmental records on all children attending the nursery which are shared with parents and carers. We work with professionals to ensure that the needs of children with special educational needs are supported appropriately.

We aim to work with the community and encourage staff to become involved in local projects that entail partnerships.

We meet local schools to ensure your child's seamless transitions into primary education.

We undertake home visits if the family request and feels it will be beneficial to the child, prior to starting.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW GW MA	August 2015/16/17
	MA	August 2018

## 8 – Our Staff



We employ highly qualified nursery staff experienced in childcare development who will ensure that your child has the best experience possible whilst at nursery. We encourage student placements as additional members to the nursery team. Our staffing requirements are set out by Ofsted and we comply with those regulations.

All of our staff have opportunities to further their development through formal training and on job mentoring. Staff are required to keep abreast of new developments in the child care industry for continuous learning.

Our staff comply with our policies and Ofsted regulations. These nursery policies are available to parents and carers. Ofsted regulations can be found on the gov.uk website.

All children at the nursery will have a member of staff who will be their named key person and this staff member will be reasonable for liaison with parents on a regular basis. If the key person is not available then a buddy system is in place ensuring there is always someone who knows your child.

Staff wear uniform so that they are clearly visible to parents, children and visitors.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW GW MA	August 2015/16/17
	MA	August 2018

## 10 - Safeguarding Children Policy



Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

*(Definition taken from the HM Government document 'Working together to safeguard children 2013').*

Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the other nursery policies and procedures.

At Benjamin Rabbit Nursery we will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

To this end we will:

- Create an environment to encourage children to develop a positive self-image
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need



- Share information with other agencies as appropriate.

Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Nursery Director, Nursery Manager or Deputy Manager at the earliest opportunity.

**The legal framework for this policy is based on:**

Safeguarding Vulnerable Groups Act (2006)

Early Years Foundation Stage (EYFS) (2014)

Working together to safeguard children (2015)

The Children Act (1989 and 2004)

The Childcare Act (2006)

Disclosure and Barring Service

Practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff will often be the first people to sense that there may be a problem. They may well be the first people in whom children confide about abuse or to spot changes in a child's behaviour which may indicate abuse. The nursery has a duty to be aware that abuse does occur in our society.

This statement lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to welfare issues including physical, sexual, emotional abuse or neglect.

Our prime responsibility is the welfare and well-being of all children in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work as part of a multi-agency team, where needed, in the best interests of the child.

The nursery aims to:

- Ensure that children are never placed at risk while in the charge of nursery staff
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that all staff feel confident and supported to share information and seek the help that the child may need
- Ensure staff are trained to understand the safeguarding policy and procedure, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which

children can be harmed, including by other children, i.e. bullying, discriminatory behaviour

- Ensure that all staff are familiar and updated regularly with child protection issues and procedures
- Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Keep the child at the centre of all we do
- Make any referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Medway Safeguarding Children Board
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the Medway Safeguarding Children Board.

Children will be supported by offering reassurance, comfort and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.

### **Types of abuse**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them, or by failing to act to prevent harm. Children may be abused within a family, institution, or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

### **Indicators of child abuse**

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Aggressive behaviour
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries.

### **Recording suspicions of abuse and disclosures**

Staff should make an objective record supported by the manager the Designated Child Protection Co-ordinator DCPC the setting's Deputy DCPC of any observation or disclosure and include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of injuries or marks seen

- Exact observation of an incident including any other witnesses
- Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the manager, DCPC or a senior member of the team, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure it is vital details are logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with the MSCB and Ofsted, and/or a Common Assessment Framework (CAF) needs to be initiated. Staff involved may be asked to supply details of any information/concerns they have with regard to a child. The nursery expects all members of staff to co-operate with the DCPC and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about a parent's or staff's supposed or actual behaviour.

### **Physical abuse**

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with the nursery manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with the nursery manager.

### **Fabricated illness**

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical

illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

**Procedure:**

- All signs of marks/injuries to a child, when they come into nursery or occur during time at the nursery, will be recorded as soon as noticed by a staff member
- The incident will be discussed with the parent at the earliest opportunity, where felt appropriate
- Such discussions will be recorded and the parent will have access to such records
- If there appear to be any queries regarding the injury, the local authority children's social care team will be notified in line with procedures set out by the Medway Safeguarding Children Board (MSCB).

**Sexual abuse**

Action needs to be taken under this heading if the staff member has witnessed occasion(s) where a child indicated sexual activity through words, play, drawing, had an excessive pre-occupation with sexual matters, or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g. for nappy changes.

The physical symptoms may include genital trauma, discharge, and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

If a child starts to talk openly to an adult about abuse they may be experiencing; the procedure stated later in this document under 'recording abuse suspicions' will be followed.

**Procedure:**

- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the nursery manager
- The matter will be referred to the local authority children's social care team
- A sensitive and confidential discussion will be held with the parents/carers of any other children party to inappropriate play.

## **Emotional abuse**

Action should be taken under this heading if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

### **Procedure:**

- The concern should be discussed with the nursery manager, DCPC or room leader
- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- A Common Assessment Framework (CAF) form may need to be completed
- If there appear to be any queries regarding the circumstances, the matter will be referred to the local authority children's social care team.

## **Neglect**

Action should be taken under this heading if the staff member has reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold, starvation or failure to seek medical treatment when required on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at nursery in the same nappy they went home in or a child having an illness that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

**Procedure:**

- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- A CAF form may need to be completed
- If there appear to be any queries regarding the circumstances the local authority children's social care team will be notified.

**Staffing and volunteering**

It is the policy of the nursery to provide a secure and safe environment for all children. The nursery will only allow an adult who is employed by the nursery to care for children and who has an enhanced clearance to be left alone with children. It won't allow volunteers to be alone with children or any other adult in the nursery regardless of whether or not they have a DBS clearance.

All staff will receive initial child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery.

We have a named person within the nursery who takes lead responsibility for safeguarding and co-ordinates child protection and welfare issues, known as the Designated Child Protection Co-ordinator (DCPC). The nursery DCPC liaises with the Local Safeguarding Children Board and the local authority children's social care team undertakes specific training, including a child protection training course, and receives regular updates to developments within this field.

The Designated Child Protection Co-ordinator (DCPC) at the nursery is Gemma Walters, she is contactable on 01634 786500.

- We provide adequate and appropriate staffing resources to meet the needs of children
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- We give staff members/volunteers and students opportunities to declare changes that may affect their suitability to care for the children including anything in their private life, family members or medical background during regular reviews/supervisions at monthly intervals
- This information is also stated within every member of staff's contract
- We request DBS checks on an annual basis and we ask existing staff to register with the DBS update service to re-check staff's criminal history and suitability to work with children
- We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children

- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- All students will have enhanced DBS checks conducted on them and work alongside experienced staff.
- Volunteers, including students, do not work unsupervised and have DBS checks
- We abide by the requirements of the Safeguarding Vulnerable Groups Act (2006) and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- All staff have access to a whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

### **Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the LSCB does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

### **Confidentiality**

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the MSCB. We are registered with the data protection agency and abide by their guidelines.

### **Support to families**

The nursery takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interests of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the LSCB with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

### **Employees, students or volunteers of the nursery or any other person living or working on the nursery premises**

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the senior manager on duty. If this person is the subject of the allegation then this should be reported to the DCPO or the owner on 07958059850.

The Local Authority Designated Officer (LADO), Ofsted and the MSCB will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LADO will be informed immediately for advice and guidance
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted, MSCB) to determine how this will be handled
- The nursery will follow all instructions from the LADO, Ofsted, MSCB and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The nursery reserves the right to suspend any member of staff during an investigation and will inform OFSTED.
- All enquiries/external investigations/interviews will be documented and kept in a file for access by the relevant authorities which will be kept in a locked container.
- Unfounded allegations will result in all rights being re-instated
- Founded allegations will be passed on to the relevant organisations including the Medway children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. Ofsted will be notified immediately of this decision. The nursery will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 10 years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary re-investigation
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry

### **Contact Numbers:**

LADO - 01634 331229



Children's advice and duty service - 01634 334466

Ofsted - 0300 1231231

Employers Liability - 08702242424 (Policy Number: NC000123199)

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW, GW,MA	August 2015/16/17
	MA	August 2018

## 11 - Intimate Care



All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to ensure children's basic needs are met. This may include nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support.

In order to maintain the child's privacy, the majority of these actions will take place on a one-to-one basis and, wherever possible, will be supported by the child's key person with the exception of first aid treatment which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of the children involved in intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. Through the following actions we will endeavour to support all parties:

- Promote consistent and caring relationships through the key person system in the nursery and ensure all parents understand how this works
- Ensure all staff undertaking intimate care routines have suitable enhanced DBS checks
- Train all staff in the appropriate methods for intimate care routines and access specialist training where required, i.e. first aid training, specialist medical support
- Conduct thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training

- Working closely with parents on all aspects of the child’s care and education as laid out in the parent and carers as partners policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensure all staff have an up-to-date understanding of \*safeguarding/\*child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as per the safeguarding policy
- The setting operates a whistleblowing policy as a means for staff to raise concerns relating to their peers. The management will support this by ensuring staff feel confident in raising worries as they arise in order to safeguard the children in the nursery
- The management team regularly conducts working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines
- Staff will be trained in behaviour management techniques as applicable
- The nursery conducts regular risk assessments on all aspects of the nursery operation and this area is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see the manager at the earliest opportunity.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW, GW, MA	August 2015/16/17
	MA	August 2018

## 13 - Whistleblowing



Whilst we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening.

It is vital that all team members talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

### **Legal Framework**

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013 there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- a criminal offence
- a miscarriage of justice
- an act creating risk to health and safety
- an act causing damage to the environment
- a breach of any other legal obligation or
- concealment of any of the above
- any other unethical conduct
- is being, has been, or is likely to be, committed.

Qualifying disclosures made before 25 June must have been made ‘in good faith’ but when disclosed, did not necessarily have to have been made ‘in the public interest.’

Disclosures made after 25 June 2013 however, do not have to be made ‘in good faith’; they must however be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- you must believe it to be substantially true
- you must not act maliciously or make false allegations
- you must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

### **Disclosure of information**

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and/or one or more of the following may be happening, you **MUST** use the nursery’s disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. EYFS)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be endangered
- That the environment, has been, is being, or is likely to be damaged
- That information tending to show any of the above, has been, is being, or is likely to be deliberately concealed.

### **Disclosure procedure**

- If this information relates to safeguarding then the nursery safeguarding policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to the responsible person for the nursery.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the management team. Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner

- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal

Whistle blowing forms and procedure can be found in each adult toilet and staff room.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW GW MA	August 2015/16/17
	MA	August 2016

## 15 - Mobile Phone and Social Networking



We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. To ensure the safety and well-being of children we do not allow staff to use personal mobile phones during working hours. We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings or emergency.

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents or children.

Staff must adhere to the following:

- Mobile phones are not allowed in the nursery rooms
- Mobile phones can only be used on a designated break and then this must be away from the children.
- Mobile phones should be stored safely at all times during the hours of your working day in the locked cabinet in the office.
- During outings, staff will use mobile phones belonging to the nursery wherever possible. Photographs must not be taken of the children on any phones, either personally or nursery owned.
- Staff must not post anything on to social networking sites such as Facebook that could be construed to have any impact on the nursery's reputation or relate to the nursery in any negative way.
- Staff must not post anything on to social networking sites that could offend any other member of staff or parent using the nursery
- Staff should not invite parents to become friends or request parents to become friends on social network sites, this relationship must remain professional at all times
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

### **Parents' and visitors' use of mobile phones**

The nursery operates its own mobile usage policy in relation to staff and visitors to the premises. Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>21.5.14</i>	<i>YW GW MA</i>	<i>August 2015, 16, 17</i>
	MA	2018



## 16 - Inclusion and Equality



### **Statement of intent**

The nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within this nursery.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the to the nursery manager at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the nursery's disciplinary policy.

### **The legal framework for this policy is based on:**

- Equality Act 2010
- Children Act 2004
- Childcare Act 2006

### **The nursery and staff are 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 because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, 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

- Making reasonable adjustments for children with special educational needs and disabilities
- 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).

### **Admissions/service provision**

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

### **Recruitment**

All members of the selection group will be committed to the inclusive practice set out in this policy.

Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate on the grounds specified in the statement of intent.

At interview, no questions will be posed which potentially discriminate on the grounds specified in the statement of intent. All candidates will be asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

### **Staff**

It is the policy of Benjamin Rabbit Nursery not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation,

monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions.

Staff will follow the whistleblowing policy where applicable to report any discriminatory behaviours observed.

### **Training**

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new staff receive induction training including reference to the inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on a regular basis.

### **Early learning framework**

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

### **We do this by:**

- Making children feel valued and good about themselves
- Ensuring that all children have equal access to early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English have full access to early learning opportunities and are supported in their learning
- Working in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made
- Ensuring the medical, cultural and dietary needs of children are met
- Helping children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

### **Information and meetings**

Information about the nursery, its activities and their children's development will be given in a variety of ways according to individual needs to ensure that all parents can access the information they need.

Wherever possible, meetings will be arranged to give all families options to attend and contribute their ideas about the running of the nursery. A parent suggestion box is displayed in the reception areas and information is displayed on the notice boards.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW GA MA	August 2015/16/17
	MA	August 2018

## 17 - Special Educational Needs (SEN) and Disabilities



### **Statement**

The nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs.

The nursery believes that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

The nursery is committed to working alongside parents in the provision for their child's individual needs to enable us to help the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

Where the nursery believes a child may have additional needs that have previously been unacknowledged, it will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

## **Aims**

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice on the identification and assessment of any needs not being met by the universal service provided by the nursery
- Include all children and their families in our provision
- Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and employ a Special Educational Needs Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Additional Educational Needs (AEN) and the SEN Code of Practice
- Identify the specific needs of children with additional educational needs and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn quicker, e.g. gifted and talented children are also supported
- Share any statutory and other assessments made by the nursery with parents and support parents in seeking any help they or the child may need
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Ensure that all children are treated as equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Encourage children to value and respect others
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

Our nursery Special Education Needs Co-ordinator (SENCO) is Michelle Acott.

The role of the SENCO is to take the lead in further assessment of the child's particular strengths and weaknesses; in planning future support for the child in discussion with colleagues; and in monitoring and subsequently reviewing the action taken. The SENCO should also ensure that appropriate records are kept including a record of children at Early Years Action and Early Years Action Plus and those with statements. The practitioner usually responsible for the child should

remain responsible for working with the child on a daily basis and for planning and delivering an individualised programme. Parents should always be consulted and kept informed of the action taken to help the child, and of the outcome of this action (code of practice 2014).

She/He works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the educational needs practice and policy of the nursery, always making sure plans and records are shared with parents.

## **Methods**

We will:

- Designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and share her name with parents
- Ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the nursery
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parents to create and maintain a positive partnership which supports their child(ren)
- Ensure that parents are informed at all stages of the assessment, planning, provision and review of their child's care and education
- Provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Use the graduated response system (see explanation below) for identifying, assessing and responding to children's special educational needs
- Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing Individual Educational Plans (IEPs) for children with learning difficulties and/or disabilities and discuss these with parents
- Review IEPs regularly and hold review meetings with parents at this time
- Ensure that children with learning difficulties and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources to implement our AEN/disability policy
- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Use a Common Assessment Framework (CAF) (see details below)
- Provide in-service training for practitioners and volunteers
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff

- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Monitor and review our policy annually.

### **Common Assessment Framework (CAF)**

The CAF is a four-step process whereby practitioners can identify a child's or young person's needs early, assess those needs holistically, deliver coordinated services and review progress. The CAF is designed to be used when

- a practitioner is worried about how well a child or young person is progressing (e.g. concerns about their health, development, welfare, behaviour, progress in learning or any other aspect of their wellbeing)
- a child or young person, or their parent/carer, raises a concern with a practitioner
- a child's or young person's needs are unclear, or broader than the practitioner's service can address.

The process is entirely voluntary and informed consent is mandatory, so families do not have to engage and if they do they can choose what information they want to share. Children and families should not feel stigmatised by the CAF; indeed they can ask for a CAF to be initiated.

The CAF process is not a 'referral' process but a 'request for services'.

The CAF should be offered to children who have additional needs to those being met by universal services. Unless a child is presenting a need, it is unlikely the CAF will be offered. The practitioner assesses needs using the CAF. The CAF is not a risk assessment.

If a child or young person reveals they are at risk, the practitioner should follow the local safeguarding process immediately (DfE 2012).

### **Special educational needs code of practice**

The nursery has regard to the statutory guidance set out in the Special Educational Needs code of practice (DfE 2014) to identify, assess and make provision for children's special educational needs. The Code of Practice recommends that our nursery should adopt a graduated approach to assessment through Early Years Action. Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational needs. Our nursery has identified a member of staff as a SENCO who will work alongside parents to assess the child's strengths and plan for future support. The SENCO will ensure that appropriate records are kept according to the Code of Practice.



### **Early Years Action**

Where a practitioner or SENCO identifies a child with additional educational needs, the nursery will assess and record those needs and provide a number of key actions to help the child. As part of this process the nursery will consult with parents and seek any additional information from professionals. The targets for the child, any teaching strategies or changes to provision are set out in an Individual Education Plan (IEP). The plan will be continually under review in consultation with the child and his/her parent(s).

### **Early Years Action Plus**

This is where a practitioner or SENCO, in consultation with the child's parents, decide external support services are required usually following a review of the IEP. The nursery will share its records on the child with those services so that they can advise on any IEP targets and appropriate strategies to help the child.

### **Statutory assessment**

If the help given through Early Years Action Plus is not sufficient to enable the child to progress satisfactorily, it may be necessary for the nursery, in consultation with the parents and any external agencies already involved, to request a statutory assessment by the local authority. This may lead to the child receiving a statement of special educational needs.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW GW MA	August 2015/16/17
	MA	August 2018

## 20 - Health and safety – general policy



Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement our health and safety procedures are set out within this policy and sufficient resources will be made available to provide a safe environment.

The policy will be kept up to date, particularly as the nursery changes in nature and size and will be revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

### **Aims and objectives**

The aim of this policy statement is to ensure that all reasonable practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces
- Establish and maintain safe working practices amongst staff and children
- Make arrangements for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery to avoid hazards and

- contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe nursery with safe entry and exit routes
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery
- Follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking appropriate risk assessments
- Maintain a safe environment for those with additional educational needs and disabilities and ensure all areas of the nursery are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in.
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate response by the management.

We believe the risks in the nursery environment to be low and we will maintain the maximum protection for children, staff and parents. The nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear at all times
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out
- Have the appropriate fire detection and control equipment which is checked regularly to make sure it is in working order
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Ensure there are suitable hygienic changing facilities (see infection control policy)
- Prohibit smoking on the nursery premises
- Prohibit any contractor from working on the premises without prior discussion with management.
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Wear protective clothing when cooking or serving food
- Prohibit certain foods / products if a child has a severe allergy.
- Follow the allergies and allergic reactions policy for children who have allergies
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are

- Provide appropriately stocked first aid boxes and check their contents regularly
- Ensure children are supervised at all times
- Ensure no student or volunteer is left unsupervised at any time.

### **Responsibilities**

The nursery manager has overall responsibility for Health and Safety in the nursery.

The manager has the responsibility for this policy being carried out at:

Benjamin Rabbit Nursery

The deputy manager will be responsible in the manager being absent.

All employees have the responsibility to co-operate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to management.

Daily contact and staff meetings provide consultation between management and employees. This will include health and safety matters.

### **Health and safety training**

Person responsible for monitoring staff training is the nursery manager

Health and safety is covered in all induction training for new staff

At least one member of staff on duty **MUST** hold a full paediatric First Aid at Work certificate in the nursery and when on outings.

### **Health and safety arrangements**

- All staff are responsible for general health and safety in the nursery
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment
- These are reviewed at regular intervals and when arrangements change
- All outings away from the nursery (however short) will include a prior risk assessment - more details are included in our outings policy

- All equipment, rooms and outdoor areas will be checked thoroughly by staff before children access them or the area. These checks will be recorded and initialled by the staff responsible. Unsafe areas will be made safe/removed from the area by this member of staff to promote the safety of children. If this cannot be achieved the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and provide for their basic care needs, e.g. easy to access toilet area and fresh drinking water
- The nursery will adhere to the Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe around any chemicals we may use on the premises
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling and fire safety. We may also use benefit risk assessments for particular activities and resources for children
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery
- We review accident and incident records to identify any patterns/hazardous areas
- All health and safety matters are reviewed informally on an ongoing basis and formally every year or when something changes. Staff and parents will receive these updates, as with all policy changes, as and when they happen
- Staff and parents are able to contribute to any policy through the suggestion scheme and during the regular meetings held at nursery.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
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	MA	August 2018

## 21 - Sickness and illness



Children should not be left at nursery if they are unwell. If a child is unwell it is in their best interest to be in a home environment with adults they know well rather than at nursery with their peers. In the interest of keeping children healthy and minimising infection we will implement the following procedures:

- If a child becomes ill during the nursery day, their parent(s) will be contacted and asked to pick up their child as soon as possible. During this time the child will be cared for in a quiet, calm area with their key person, wherever possible
- We follow the guidance given to us by Public Health England (formerly the Health Protection Agency) in Guidance on Infection Control in Schools and other Child Care Settings and advice from our local health protection unit on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the nursery.
- Should a child have an infectious disease, such as sickness and diarrhoea, they should not return to nursery until they have been clear for at least 48 hours. We notify Ofsted where we have any child or staff member with a notifiable disease such as food poisoning or acute meningitis. If a contagious infection is identified in the nursery, parents will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection
- It is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics. Our policy, therefore, is to monitor children on antibiotics for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell)
- The nursery has the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable
- Information/posters about head lice are readily available and all parents are requested to regularly check their children's hair. If a parent finds that

their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

### **Meningitis procedure**

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Infection Control (IC) Nurse for their area and Ofsted. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given. The nursery also needs to ensure that it follows all guidance given and that the appropriate authority is notified.

### **Transporting children to hospital procedure**

- If the sickness is severe, a designated member of staff should call for an ambulance immediately whilst still ensuring that the child continues to be comforted and there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together. **DO NOT** attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital
- The most appropriate member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance
- Staff may also require support following the incident.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
April 2014	YW GA MA	August 2015/16/17
	MA	August 2016

## 29 - Fire Safety



The designated fire marshals (Most senior member of staff in room) makes sure the nursery premises are compliant with fire safety regulations and seeks advice from the local fire safety officer as necessary, including following any major changes or alterations to the premises.

The designated fire marshals have overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children regularly or when a large change occurs, e.g. a large intake of children or a new member of staff joins the nursery. These drills will occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals.

The designated fire marshal checks fire detection and control equipment and fire exits in line with the timescales in the checklist below.

### Fire checklist

	Who checks	How often	Location
Escape route/fire exits - evacuation pack	Manager/Deputy/ room leaders	Weekly	All floors
Fire extinguishers and blankets	Manager/Deputy/ room leaders	Weekly	All floors
Smoke/heat alarms	Manager/Deputy/ room leaders	Weekly	All Floors
Fire alarms	Manager/Deputy	Weekly	All Floors
Fire doors closed and in good repair	Manager/Deputy/ room leaders	Weekly	All Floors



## **Registration**

An accurate record of all staff and children present in the building must be kept at all times and children/staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the visitor's book. These records must be taken out along with the register and emergency contacts list in the event of a fire.

## **No smoking policy**

The nursery operates a strict no smoking policy - please see this separate policy for details.

## **Fire drill procedure**

On discovering a fire:

- Calmly raise the alarm by blowing the whistle or breaking the alarm glass
- Immediately evacuate the building under guidance from the fire marshal
- Using the nearest accessible exit lead the children out, assemble together building car park, ready to go to ST Georges Hotel.
- Close all doors behind you wherever possible, if children go through front door on New Road Avenue the staff are to take them straight to St George Hotel
- Ensure that you exit by the quickest and safest route
- Ensure that babies are picked up from sleeping and use carry the evacuation cot.
- Where a person has a disability ensure that the method of evacuation is as practised in fire drills
- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for
- Wait for emergency services and report any unaccounted persons to the fire service/police.

If you are unable to evacuate safely:

- Stay where you are safe
- Keep the children calm and together
- Wherever possible alert the manager of your location and identity of the children and other adults with you.

The fire marshals need to:

- Pick up the children's register, staff register, mobile phone, keys, visitor book and fire bag/evacuation pack (containing emergency contacts list, nappies, wipes and blankets)
- Telephone emergency services: dial 999 and ask for the fire service
- In the fire assembly point area - at the back of the car park check the children against the register
- Account for all adults: staff and visitors
- Advise the fire service of anyone missing and possible locations and respond to any other questions they may have.

**Remember**

- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>30.5.14</i>	<i>YW GW MA</i>	<i>August 2015/16/17</i>
	<i>MA</i>	<i>August 2018</i>

## 34 - Lost Child Procedure from Nursery



In the unlikely event of a child going missing within/from the nursery, the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced
- Internal use only.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
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<i>21.5.14</i>	<i>YW GA MA</i>	<i>August 2015/16/17</i>
	<i>MA</i>	<i>August 2018</i>

## 35 - Lost Child Procedure from Outings



Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the nursery who will contact the child's parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practically possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
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<i>21.5.14</i>	<i>YYW GW MA</i>	<i>August 2015/16/17</i>
	<i>MA</i>	<i>August 2018</i>

## 36 - Visits And Outings



As part of their learning and development, children at the nursery undertake a range of local outings including walks and visits etc. off the premises. Permission will be sought for your child to be included in such outings. Outings and visits are planned to complement and enhance the learning opportunities inside the nursery environment and extend play opportunities for children.

These will be carefully planned and the following guidelines will be followed on all outings from the nursery, whatever the length or destination of the visit:

- Written permission will always be obtained from parents before taking children on trips
- Appropriate staffing levels for outings depend on how the safety and the individual needs of the children can be assured
- At least one member of staff will hold a valid and current paediatric first aid certificate
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required
- A completed trip register together with all parent and staff contact numbers will be taken on all outings
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the nursery manager prior to the outing
- A senior member of staff will carry out a risk assessment identifying any potential hazards on the journey or at the location prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets
- A fully charged mobile phone will be taken as a means of emergency contact
- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery
- A pre-visit checklist and risk assessment will always be carried out before the outing. We will endeavour to visit the venue prior to the visit. This will

ensure that the chosen venue is appropriate for the age, stage and development of the children.

A full risk assessment and outing plan will be carried out for each outing and this will be displayed for parents to access. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Contact numbers
- Method of transportation and travel arrangements (including the route)
- Financial arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Links to the child's learning and development needs.

### **Use of vehicles for outings**

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. When children are being transported, ratios will be maintained.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

In the event of a child being lost, the Lost Child Procedure will be followed:

- Any incidents or accidents will be recorded in writing
- Ofsted will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.



<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
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	<i>MA</i>	<i>August 2018</i>

## 49 - Safe Recruitment of Staff



At Benjamin Rabbit Nursery we are vigilant in our recruitment procedures aiming to ensure all people working with children are suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

### **Advertising**

- We use reputable newspapers, websites and the local job centre to advertise for any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures; including an enhanced Disclosure and Barring Service (DBS) check and at least two independent references for every new employee.

### **Interview stage**

- We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description, a person specification, an equal opportunities monitoring form and a request for identification prior to the interview
- The manager will decide the most appropriate people for the interview panel. There will be at least two people involved in the overall decision making
- At the start of each interview all candidates' identities will be checked using, for example, their passport and/or photocard driving licence. All candidates will be required to prove they are eligible to work in the UK. The interview will also cover any gaps in the candidate's employment history
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These are formulated around specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care
- Every shortlisted candidate will be asked to take part in a supervised practical exercise which will involve spending time in a particular age group

in the nursery interacting with the children, staff and where appropriate parents

- The manager and deputy will then select the most suitable person for this position based on these scores and their knowledge and understanding of the early years framework as well as the needs of the nursery
- Every candidate will receive communication from the nursery stating whether they have been successful or not. Unsuccessful candidates are offered feedback.

### **Starting work**

- The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. This may be verbal initially and then followed up with a written reference which will form part of their personnel file
- The successful candidate will be asked to provide proof of their qualifications, where applicable. All qualifications will be checked and copies taken for their personnel files
- Prior to employment but after the job has been offered a health check questionnaire will be given to the employee
- All new starters, other than those who have registered for the continuous updating service will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the nursery and they will not have unsupervised access to any child or their records before this check comes back. Further to this, the taking of photographs of any child, looking at their learning and development log or changing the nappy of any child will not be undertaken by any new member of staff without an up-to-date enhanced DBS check (whether supervised or not)
- There may be occasions when a DBS check is not clear but the individual is still suitable to work with children. This will be treated on an individual case basis and at the manager's/owner's discretion taking into account the following:
  - seriousness of the offence or other information
  - accuracy of the person's self-disclosure on the application form
  - nature of the appointment including levels of supervision
  - age of the individual at the time of the offence or other information
  - the length of time that has elapsed since the offence or other information
  - relevance of the offence or information to working or being in regular contact with children
- If the individual has registered on the DBS system since 17 July 2013 managers may use the update service with the candidate's permission
- New starters are required to sign (either application form, contract or separate form) to state that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children or unsuitable to do so
- All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures and be assigned a mentor who will introduce them to the way in which the nursery operates
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children

Protection policy and procedure, emergency evacuation procedures, equality and health and safety issues

- The new member of staff will have regular meetings with the manager and their mentor during their induction period to discuss their progress.

### **On going support and checks**

- All members of staff will update a health questionnaire on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. This will also be discussed at staff supervisions/review meetings. Management may require this more regularly where health circumstances change
- All staff are responsible for notifying the manager in person should any circumstances arise that may affect their suitability to work with children. This will include any incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the manager within a reasonable timescale
- Every member of staff will have one meeting a year with the manager: a formal appraisal. This will provide an opportunity for the manager and member of staff to discuss training needs as well as evaluate and discuss their performance.
- The manager, deputy and room leaders will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, supervision, work-based observations and constructive feedback.

### **Legal requirements**

- The nursery abides by all legal requirements relating to safe recruitment from the Early Years Foundation Stage
- The nursery also abides by the employer's responsibilities relating to informing the Disclosure and Barring Service (DBS) of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. Please refer to the safeguarding policy for further information.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
21.5.14	YW GW MA	August 2015/16/17
	MA	August 2018

## 53 - Volunteers



Benjamin Rabbit Nursery recognises the immense benefits that volunteers bring to the nursery. In return we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

### **Status of volunteers**

A volunteer is not an employee and will not have a contract of employment with the nursery. We will, however, insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

### **Enhanced Disclosure and Barring Service (DBS) check**

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check. These checks will be conducted before any volunteer starts their time within the nursery and will also include two written references.

### **Training**

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

### **Policies and procedures**

Volunteers are expected to comply with all the nursery's policies and procedures. The volunteer's induction process will include an explanation of this.

## **Confidentiality**

Volunteers should not disclose information about the nursery, staff, children and families as stated in the confidentiality policy and should follow the nursery confidentiality procedure at all times.

## **Volunteer's induction pack**

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of the volunteering policy
- A confidentiality statement which will require reading, signing and returning to the nursery manager
- Details of access to all nursery relevant policies and procedures.

## **Volunteer support**

The nursery has a designated officer who will take the volunteer through their induction and support and advise them throughout their time in the nursery.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>21.5.14</i>	<i>YW GW MA</i>	<i>August 2015/16/17</i>
	<i>MA</i>	<i>2018</i>

## 57 - Accidents and First Aid



At Benjamin Rabbit Nursery we aim to protect children at all times. We recognise that accidents or incidents may sometimes occur. We follow this policy and procedure to ensure all parties are supported and cared for when accidents or incidents happen; and that the circumstances of the accident or incident are reviewed with a view to minimising any future risks.

### **Accidents**

Location of accident files: In managers office and each room

- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses. They must record it on an Accident Form and report it to senior staff. Other staff who have witnessed the accident may also countersign the form and, in more serious cases, provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report, informed of any first aid treatment given and asked to sign it as soon as they collect their child
- The nursery management reviews the accident forms termly for patterns, e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the nursery management and all necessary steps to reduce risks are put in place
- The nursery management will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the nursery manager will follow the insurance company procedures, which may involve informing them in writing of the accident
- The nursery manager will report any accidents of a serious nature to Ofsted and the local authority children's social care team (as the local child protection agency), where necessary. Where relevant such accidents will

also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed.

Organisation	Contact
Ofsted	03001231231
Local authority children's social care team	01634334466
Local authority environmental health department	<b>01634 306 000</b>
Health and Safety Executive	08453009923 / <a href="http://www.hse.gov.uk">www.hse.gov.uk</a>
RIDDOR report form	<a href="http://www.hse.gov.uk/riddor/report.htm">http://www.hse.gov.uk/riddor/report.htm</a>

### **Transporting children to hospital procedure**

The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter.
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

### **First aid**

The first aid boxes are located in: managers office, kitchen and preschool room

These are accessible at all times with appropriate content for use with children.

Checks will be made with regards to the contents of the boxes on a weekly basis and items replaced that have been used or are out of date.

Most of the staff are trained in paediatric first aid and this training is updated every three years.



All first aid trained staff are listed in every room. When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid. A first aid box is taken on all outings.

### **Personal protective equipment (PPE)**

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.

### **Dealing with blood**

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood.
- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

### **Needle puncture and sharps injury**

We recognise that injuries from needles, broken glass and so on may result in blood-borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.

At Benjamin Rabbit Nursery we treat our responsibilities and obligations in respect of health and safety as a priority and we provide ongoing training to all members of staff which reflects best practice and is in line with current health and safety legislation.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
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	<i>MA</i>	<i>August 2018</i>

## 60 - Sun Care



At Benjamin Rabbit Nursery we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We follow guidance from the weather forecast and use the following procedures to keep children safe and healthy in the sun:

- Children must have a clearly labelled sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e. with an extended back and side to shield children's neck and ears from the sun) to provide additional protection
- Children must have their own labelled high factor sun cream or use nursery sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date
- Parents are requested to supply light-weight cotton clothing for their children suitable for the sun, ensuring shoulders are fully covered
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun; children will not be allowed in the direct sunlight between 11.00am - 3.00pm on hot days
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Shade will be provided in the form of a play lodge and umbrellas to ensure children are able to still go out in hot weather, cool down or escape the sun should they wish or need



## 61 - SETTLING IN

At Benjamin Rabbit Nursery we aim to support parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of every child and their families. Our aim is for children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with all staff. We also want parents to have confidence in both their children's continued well-being and their role as active partners, with the child being able to benefit from what the nursery has to offer.

All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling in to the nursery.

Our nursery will work in partnership with parents to settle their child into the nursery environment by:

- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and looks after the child ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Providing parents with relevant information about the policies and procedures of the nursery

- Encouraging parents and children to visit the nursery during the weeks before an admission is planned and arranging home visits where applicable
- Planning settling in visits and introductory sessions. These will be provided free of charge over a one or two week period, dependent on individual needs, age and stage of development
- Welcoming parents to stay with their child during the first few weeks until the child feels settled and the parents feel comfortable about leaving their child. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing between staff and parents
- Reassuring parents whose children seem to be taking a long time settling in to the nursery and developing a plan with them
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Assigning a buddy/back-up key person to each child in case the key person is not available. Parents will be made aware of this to support the settling process and attachment
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- Not taking a child on an outing from the nursery until he/she is completely settled.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
30.6.14	YW GW MA	August 2015/16/17
	MA	August 2018

## 63 - Transitions



At Benjamin Rabbit Nursery we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery
- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet.

Staff are trained to observe their key children and to 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 staff can be aware of the reasons behind any potential changes in the child's behaviour.

### **Starting nursery**

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

### **Moving rooms procedure**

When a child is ready to move to a different room in the nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages. This may include a handover meeting between the existing key person, new key person and parents.

- The child will spend short sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings
- The child's key person will go with the child on these initial visits to enable a familiar person to be present at all times

- Wherever possible groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know
- Parents will be kept informed of all visits and the outcomes of these sessions e.g. through photographs, discussions or diary entries
- Only when the child has settled in through these taster sessions will the permanent room move take place. If a child requires more support this will be discussed between the key person, parent, manager and room leader of the new room to agree how and when this will happen. This may include moving their key person with them on a temporary basis.

### **Starting school or moving childcare providers**

Starting school is an important transition and some children may feel anxious or distressed. We will do all we can to facilitate a smooth move and minimise any potential stresses. This following process relates to children going to school. However wherever possible, we will adapt this process to support children moving to another childcare provider e.g. childminder or another nursery.

- We provide a variety of resources that relate to the school, e.g a role play area set up as a school classroom, photographs of all the schools the children may attend. This will help the children to become familiar with this new concept and will aid the transition
- We invite school representatives into the nursery to introduce them to the children
- Where possible we use other ways to support the transition to school, e.g. inviting previous children from the nursery who have moved on to school to come back and talk to the children about their school experiences
- Where possible we plan visits to the school with the key person. Each key person will talk about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these
- We produce a comprehensive report on every child starting school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.

### **Family breakdowns**

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated families policy that shows how the nursery will act in the best interest of the child.

### **Moving home and new siblings**

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The key person will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

## **Bereavement**

We recognise that this may be a very difficult time for children and their families and have a separate policy on bereavement which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes in their life, we ask that you speak to the nursery manager and the key person to enable this support to be put into place.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
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	<i>MA</i>	<i>August 2018</i>

## 65 - Nappy Changing



At Benjamin Rabbit Nursery we aim to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Wherever possible, each child's key person will change nappies according to the child's individual needs and requirements.

We will enable a two-way exchange between parents and key persons so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
- Training all staff in the appropriate methods for nappy changing
- Ensuring that no child is ever left unattended during the nappy changing time
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use.
- Aprons must always be worn



- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child’s care and education as laid out in the parent and carers as partner’s policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers; and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- Conducting regular risk assessments of all aspects of nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about nappy changing procedures or individual routines please see the manager at the earliest opportunity.

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	MA	2018

## 66 - Outdoor Play



At Benjamin Rabbit Nursery we are committed to the importance of daily outdoor play and the physical development of all children regardless of their age and stage of development. We provide outdoor play in all weathers. Where possible and appropriate, we make outdoor activities accessible to all children and children with additional needs disabilities to ensure inclusive use of the outdoor area.

We recognise that children need regular access to outdoor play in order to keep fit and healthy, develop their large and fine motor skills, experience learning in a natural environment and access sunlight in order to absorb vitamin D more effectively.

The outdoor areas, both within the nursery grounds and in the local community have a wealth of experiences and resources which help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem, all of which support children to develop skills now and for the future.

We ensure all areas are safe and secure through close supervision and the use of robust risk assessments and safety checks. Where possible and appropriate, we plan and encourage play that helps children understand and manage risks. This type of play allows children to explore and find their own boundaries in a safe environment with supportive practitioners. Staff are informed of the importance of safety procedures and are trained appropriately to ensure these procedures are followed effectively.

We obtain parental permission before any child leaves the nursery during the day. This includes short outings into the local community. There is more information in the outings policy.

We plan all outdoor play opportunities and outings to complement the indoor activities and provide children with purposeful activities that support and follow

individual children’s interests. There is a balance of both adult-led and child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours.

We use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside:

- Health and safety
- Sun care
- Caring for babies and toddlers
- Lost child policy
- Parents and carers as partners
- Supervision of children
- Safeguarding and Child Protection
- Outings.

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	<i>MA</i>	<i>August 2018</i>

## 67 - Caring for Babies and Toddlers



At Benjamin Rabbit Nursery we care for children under the age of two and ensure their health, safety and well-being through the following:

- Children under the age of two have a separate base room and are cared for in small intimate groups. We ensure that younger children have opportunities to have contact with older children whilst at nursery
- Care is taken to ensure that babies and toddlers do not have access to activities containing small pieces, which may be swallowed or otherwise injure the child
- The environment and equipment are checked daily before the children access the area. This includes checking the stability of cots and areas around, low/highchairs and ensuring restraints on these, pushchairs and prams are intact and working
- All doors are fitted with viewing panels and door finger-guards to ensure the safety of children
- Outdoor shoes are removed or covered when entering the baby and toddler area(s). Staff remind parents and visitors to adhere to this procedure
- Babies and toddlers have their nappies changed according to their individual needs and requirements by their key person wherever possible
- Information will be shared between parents and the key person about nappy changing and toilet training in a way that suits the child
- Changing mats are wiped with anti-bacterial cleanser before and after every nappy change
- Each baby must have his/her own bedding which is washed at least weekly and when necessary
- Cot mattresses meet safety standards
- Children under two years are not be given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation
- Children are not left to sleep in pushchairs or baby bouncers as their backs are not fully supported in this equipment whilst sleeping
- We follow all cot death prevention/safety guidelines and advise parents of this information. Babies are always laid to sleep on their back, with their feet touching the foot of the cot
- Sheets or thin blankets will come no higher than the baby's shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the baby's head
- Children's individual sleeping bags may be used in consultation with parents. These are washed at least weekly and when necessary
- Cots are checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. fly nets, cables)

- All low/highchairs used for feeding are fitted with restraints and these are used at all times. Children are never left unattended in high chairs. Restraints are removed and washed weekly or as needed
- No child is ever left unattended during nappy changing time
- Babies are never be left propped up with bottles as it is both dangerous and inappropriate
- Babies sleeping outside have cat/fly nets over their prams and prams must lie flat so children are supported
- Sleeping children are checked at regular times
- Checks on sleeping babies are completed every 10 minutes. This may increase to 5 minutes for younger babies and or new babies. Checks are documented with the time and staff initials and position on the sleep check form
- Staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted.
- Where food/milk is prepared for babies there is a separate area within the kitchen which is specifically designated for this preparation
- Bottles of formula milk are only be made up as and when the child needs them. These should be cooled to body temperature, which means they should feel warm or cool, but not hot, and should be tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely
- Following the Department of Health guidelines, we only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated
- Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher)
- Bottles are disposed of after one hour from drinking and kept no longer than two hours.
- A designated area is available for mothers who wish to breastfeed their babies or express milk
- Labelled mothers' breast milk is stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped (see separate dummy policy)
- All dummies are stored in separate labelled containers to ensure no cross-contamination occurs
- Sterilisers are washed out and cleaned daily
- Children transfer to the older age group when assessed as appropriate for their age/stage following our agreed transition and settling procedures.

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## 68 - Use of dummies in nursery



At Benjamin Rabbit Nursery we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

We also recognise that overuse of dummies may affect a child's language development as it may restrict the mouth movements needed for speech. As babies get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be.

Our nursery will:

- Discuss the use of dummies with parents as part of babies' individual care plans
- Only allow dummies for comfort if a child is really upset (for example, if they are new to the setting or going through a transition) and/or as part of their sleep routine
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Immediately clean or sterilise any dummy or bottle that falls on the floor or is picked up by another child.

When discouraging the dummy staff will:

- Make each child aware of a designated place where the dummy is stored
- Comfort the child and, if age/stage appropriate, explain in a sensitive and appropriate manner why they do not need their dummy
- Distract the child with other activities and ensure they are settled before leaving them to play
- Offer other methods of comfort such as a toy, teddy or blanket
- Explain to the child they can have their dummy when they go home or at sleep time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways which the child can be weaned off their dummy through books and stories (when appropriate).

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## 69 - Sleep



At Benjamin Rabbit Nursery we aim to ensure that all children have enough sleep to support their development and natural sleeping rhythms in a safe environment.

The safety of babies' sleeping is paramount. Our policy follows the advice provided by The Cot Death Society to minimise the risk of Sudden Infant Death. We make sure that:

- Babies are placed on their backs to sleep, but when babies can easily turn over from the back to the stomach, they are allowed to adopt whatever position they prefer to sleep
- Babies/toddlers are never put down to sleep with a bottle to self-feed
- Babies/toddlers are monitored visually when sleeping. Checks are recorded every 10 minutes.
- When monitoring, the staff member looks for the rise and fall of the chest and if the sleep position has changed
- As good practice we monitor babies under six months or a new baby sleeping during the first few weeks every five minutes until we are familiar with the child and their sleeping routines, to offer reassurance to them and families.

We provide a safe sleeping environment by:

- Monitoring the room temperature
- Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only using safety-approved cots or other suitable sleeping equipment (i.e. pods or mats) that are compliant with British Standard regulations, and mattress covers are used in conjunction with a clean fitted sheet
- Only letting babies sleep in prams if they lie flat and we have parents' written permission
- Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where required
- Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- Ensuring every baby/toddler is provided with clean bedding
- Transferring any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- Having a no smoking policy.



We ask parents to complete sheets on their child’s sleeping routine with the child’s key person when the child starts at nursery and these are reviewed and updated at timely intervals. If a baby has an unusual sleeping routine or a position that we do not use in the nursery i.e. babies sleeping on their tummies, we will explain our policy to the parents and ask them to sign to say they have requested we adopt a different position or pattern on the sleeping babies’ form.

We recognise parents’ knowledge of their child with regard to sleep routines and will, where possible, work together to ensure each child’s individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. They will also not usually wake children from their sleep.

Staff will discuss any changes in sleep routines at the end of the day and share observations and information about children’s behaviour when they do not receive enough sleep.

### **Sleeping twins**

We follow the advice from The Foundation for the Study of Infant Deaths (FSID) regarding sleeping twins and will not put them together in the same cot to sleep. Further information can be found at:

<http://fsid.org.uk/page.aspx?pid=426> <http://www.healthychildcare.org/pdf/sidschildcaresafesleep.pdf>

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## 71 - Nutrition and Mealtimes



At Benjamin Rabbit Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced and healthy breakfast, midday meal, tea and two daily snacks are provided for children attending a full day at the nursery
- Menus are displayed in advance on a four week rota basis and reflect cultural diversity and variation. These are displayed for children and parents to view
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Menus include servings of fresh fruit and vegetables per day
- Fresh drinking water is always available and accessible. It is frequently offered to children and babies and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods
- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy

- Staff set a good example and if possible will eat with the children and show good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits are respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her first course, he/she will still be given a helping of dessert
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime are offered food later in the day
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children
- We promote positive attitudes to healthy eating through play opportunities and discussions
- No child is ever left alone when eating/drinking to minimise the risk of choking
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at mealtimes to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song
- We do not allow parents to bring in cakes on special occasions unless shop brought
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days . We will also inform the relevant health agencies and follow any advice given.

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<i>August 2015</i>	<i>MA</i>	<i>August 2018</i>

## 72 - Parents and Carers as Partners



At Benjamin Rabbit Nursery we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to be an integral part of the care and early learning team within the nursery.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times in the parents reception room and in part on the nursery website.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' meetings and a parents' forum
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through distributed through the nursery website and or newsletters
- Operate a key person system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key person of their child and their role when the child starts
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' meetings will be held quarterly.

The nursery will consult with parents about the times of meetings to avoid excluding anyone

- Actively encourage parents to contribute to children’s learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs, in written form or on line.
- Agree the best communication method with parents e.g. email, face-to-face, telephone and share information about the child’s day, e.g. food eaten, activities, sleep times etc.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Make sure all parents have access to our written complaints procedure
- Share information about the Early Years Foundation Stage, young children’s learning in the nursery, how parents can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family’s religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and use these to promote nursery practice, policy and staff development.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
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## 74 - Access and Storage of Information



At Benjamin Rabbit Nursery we have an open access policy in relation to accessing information about the nursery and parents' own children. This policy is subject to the laws relating to data protection and document retention.

Parents are welcome to view the policies and procedures of the nursery which govern the way in which the nursery operates. These may be viewed at any time when the nursery is open, simply by asking the nursery manager or by accessing the file in the reception area or on the nursery website. The nursery manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these in line with the nursery's communications policy.

Parents are also welcome to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. All parent, child and staff information is stored securely according to the requirements of data protection registration including details, permissions, certificates and photographic images.

The nursery's records and documentation are kept and stored in accordance with minimum legal archiving requirements. We currently archive records for at least 21 years and three months.

This policy will be reviewed annually and amended according to any change in law/legislation.

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## 75 - Policy for Parent/carer Failing to Collect a Child



- We aim to have two emergency contact telephone numbers and addresses for each child. These are updated when necessary.
- All staff know where these numbers and addresses are located.
- We follow normal procedures for collection of children i.e. only the parents or a named carer is allowed to take a child, unless we have been informed by the parents of an alternative person, authorised by them.
- If a child has been “left behind” and no alternative arrangements have been made for the collection of the child by the parent, and if the nursery has taken all reasonable steps to make contact with the parents, the managers will take the following steps.
  - Telephone Medway Customer First

**Medway Team: 01634 334466**

They will seek an appropriate placement for the child. They will need to know the child’s name, address, and date of birth and emergency numbers held. A brief resume of action will be provided. The nursery will record the name of the social worker to whom the details were given. The manager or deputy’s phone number will also be passed on to social services.

- Telephone the local police station.

**Kent police : 101**



Inform them of the contact made with social services and the name of the social worker to whom the details were given. The nursery will ask the police to collect the child and liaise with social services to arrange to transport the child to the placement. Such a call to the police will rate as category 2 for which there is a response time of up to two hours. The police will also be asked to ensure that the parents know where to collect the child (this may only be possible by leaving a card at the child's home address).

- Social services will be contacted by the group to notify them of the placement details. If the social services patch office is closed, communication will be passed through the joint protection team who is in a position with the family placement team.

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## 78 – Prevent Duty and British Values



On July 1<sup>st</sup>, 2015, the government made it law that all education establishments and early years settings across the United Kingdom have a duty to keep children and adults safe from harm and the potentials of radicalisation. Settings also have a duty to promote the welfare of each child, as required by law to 'have a regard to preventing people being drawn into terrorism'.

Early years settings must meet specific legal duties (which are set out in the Prevent Duty: England and Wales, Prevent Duty: Scotland, and Prevent Duty: Protecting Children from Radicalisation).

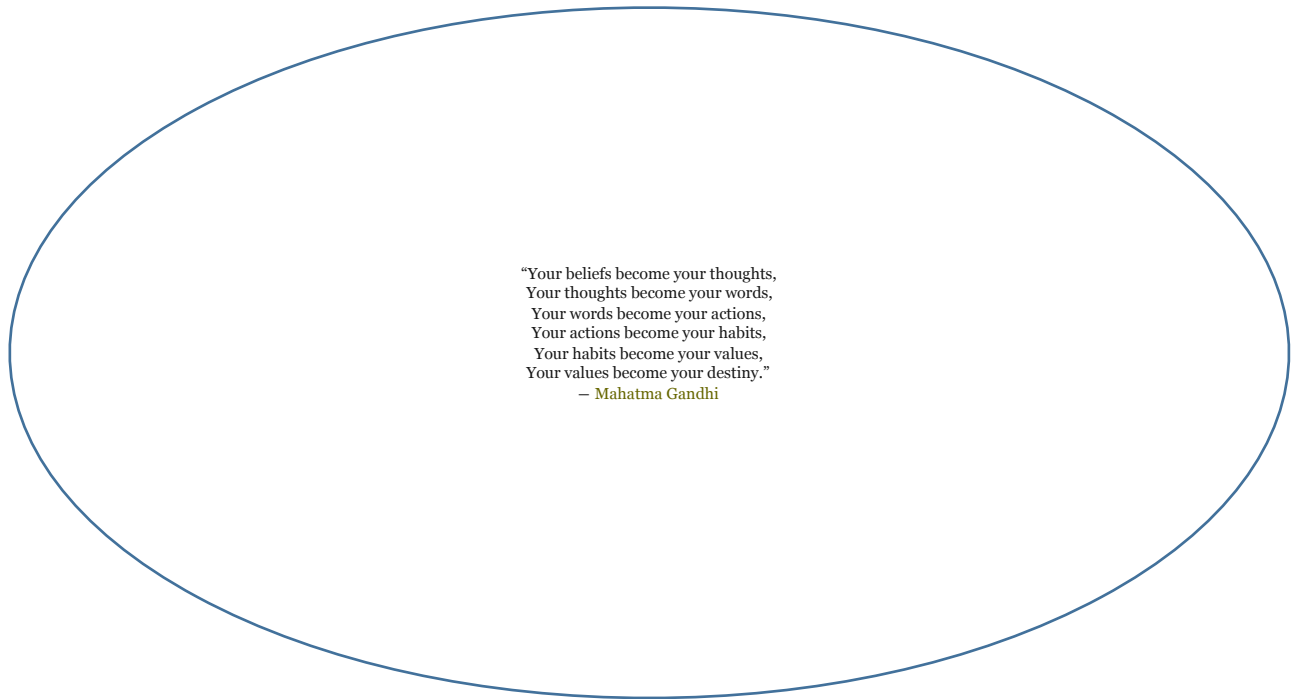
We all know that values that we share as UK citizens are universally accepted, and this is why it is imperative to ensure that the children in our care are exposed to such values on a daily basis. Our setting encourages thinking and ultimately provides children with an understanding of compassion, consideration and tolerance of living in a free, equal and fair society.

We demonstrate these values on a daily basis through the implementation of early years activities, through our policies and procedures, our behaviour management techniques, and our safeguarding policies.

Our activities support us in focussing in on the children's personal, social and emotional development. We support children to think about how they belong in a community, how they react and interact with other people. Children engage in sustained shared thinking and of course role playing. As practitioners, we need to remember that we incorporate these values into our practices on a daily basis, and

they are firmly supported and embedded within the Early Years Foundation Stage 2014.

The central ethos of our policy is centred upon the core British Fundamental Values as described below, and we as practitioners fully support the promotion of British Values.



<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
January 2015	GW MA	August 2016/17
	MA	August 2018

