



CHARTAM HOUSE
NURSERY

2024 Policy Pack

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Complaints Procedure

EYFS (2023) – 3.75-3.76: Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request. Providers must make available to parents and/or carers details about how to contact Ofsted if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted they must notify parents and/or carers. After an inspection by Ofsted, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

If any parent/ carer/ member of staff should have any cause for complaint, including any complaint relating to the fulfilment of the Early Years Foundation Stage (EYFS) requirements, they should, in the first instance notify the Nursery Manager, **Jessica Burgess** (**manager@chartamhousenursery.co.uk**)

If any parent/ carer/ member of staff should have a cause for complaint that they wish to escalate, they should contact the Area Director of the Nursery, **Cindy Knight** (**cindy@learnwellnurseries.co.uk**)

The matter will be fully investigated and details of the investigation, any action taken as a result of that investigation and whether the complainant was satisfied with the outcome will be fully recorded in a written record. A copy of this record will be provided to the complainant within 28 days of receiving the complaint.

Should a matter not be resolved to the satisfaction of the complainant then the complainant has the right to raise the matter with Ofsted who can be contacted in the following ways:

Chartam House Nursery Setting Reference Number: 2695370

Ofsted, Piccadilly Gate, Store St, Manchester, M1 2WD

Helpline: **0300 123 1231**

Website: www.ofsted.gov.uk

Email: enquiries@ofsted.gov.uk

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Child Protection Policy

EYFS (2023) 3.4-3.8: Providers must be alert to any issues of concern in the child's life at home or elsewhere. Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant local safeguarding partners (LSP). The safeguarding policy and procedures must include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting. To safeguard children and practitioners online, providers will find it helpful to refer to 'Safeguarding children and protecting professionals in early years settings: online safety considerations'. A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSP. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect. Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. These may include: • significant changes in children's behaviour • deterioration in children's general well-being • unexplained bruising, marks or signs of possible abuse or neglect • children's comments which give cause for concern • any reasons to suspect neglect or abuse outside the setting, for example in the child's home or that a girl may have been subjected to (or is at risk of) female genital mutilation and/or • inappropriate behaviour displayed by other members of staff, or any other person working with the children, for example: inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. Providers may also find 'What to do if you're worried a child is being abused: Advice for practitioners helpful'. Providers must have regard to the government's statutory guidance 'Working Together to Safeguard Children' and to the 'Prevent duty guidance for England and Wales'. All schools are required to have regard to the government's 'Keeping Children Safe in Education' statutory guidance, and other childcare providers may also find it helpful to refer to this guidance. If providers have concerns about children's safety or welfare, they must notify agencies taking account of any advice from the LSP or local authority on appropriate training courses and statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police. Registered providers must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. A registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence.

Statement

At The Chartam House Nursery the welfare and safety of all children in our care is of paramount importance. All children have the right to enjoy the activities of the Nursery in a happy, safe and secure environment and we promote good practice at all times regarding the safety and welfare of the children. We adhere carefully to all legislative requirements and guidance, including those of the Children Act 1989 and 2004, Working Together to Safeguard Children 2018, Keeping Children Safe in Education 2023 and What to do if you are worried a child is being abused 2015.

**The Nursery's Designated Safeguarding Lead (DSL) is Jessica Burgess and
Deputy Designated Safeguarding Lead is Helen Withey**

Their responsibilities include:

- Liaising with relevant external agencies and Local Safeguarding partners, such as the Early help team, Borough of Windsor & Maidenhead Safeguarding Partnership, known as the Single Point Access (SPA)
- Providing support, guidance and advice for parents, children and staff members
- Attending annual refresher training as well as full Safeguarding training every 2 years
- Keeping all staff members up to date on any safeguarding issues and reviews

To further escalate concerns, or if you are unable to speak with the DSL, contact the Nursery Area Director, **Cindy Knight**

Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners at The Chartam House Nursery are expected to make sure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child. No single practitioner can have a full picture of a child's needs and circumstances. If children and families

are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

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

Our aims are to:

- create an environment in the Nursery which is safe and secure for all children
- to provide them with the knowledge and understanding of how they can keep themselves safe and develop their confidence, independence, positive relationships and sense of appropriate behaviours
- enable the older children to have the self confidence and the vocabulary to identify and resist inappropriate approaches and know where to go for help
- to ensure that staff are supported and guided in best practice
- to work with parents/carers to build their understanding of and commitment to the welfare of all our children.

In order to fulfil these aims:

- We promote a child-centred approach to safeguarding
- We are aware that it is everyone's responsibility and we challenge the idea that 'it won't happen here'.
- We ensure our staff are suitable to fulfil the requirements of their role
- Our staff receive Safeguarding training as part of their induction, annual safeguarding training and regular updates through staff meetings and materials made available throughout the Nursery.
- We follow the guidelines laid down by Borough of Windsor & Maidenhead Safeguarding Partnership, SPA and have procedures for contacting them, the Early Help team and the LADO
- We notify the registration authority (Ofsted) of any incident or accident which affects the wellbeing of children, always within 14 days of the incident taking place, as well as the action taken in regards to any allegations or incidents
- We meet our responsibilities under the Safeguarding Vulnerable Groups Act 2006.
- We have separate British Values, ICT and Internet Safety, Safer Recruitment, Staff Behaviour and Whistleblowing Policies
- We build strong partnerships with families, hold details of each family and track attendance and development, allowing us to gain a good understanding of each family and identify needs or concerns.

Promoting Safeguarding within our Environment

- To ensure the safety of all children and staff, comprehensive risk assessments are completed throughout the nursery
- Appropriate arrangements are made to ensure the correct ratio of adults and children is maintained according to the welfare requirements
- Staff members are supervised at all times to protect their own and the children's safety and wellbeing, and the layout of the nursery allows for continuous direct supervision.
- In regards to toileting and personal care, nappy changes take place in an open and visible area that will not compromise staff and will ensure the safety and dignity of the child. Where a child is able to use the toilet, they will be given as much independence as possible and encouraged to complete their personal care themselves.
- Only authorised persons are allowed entry on to the Nursery premises, and visitors are both recorded and monitored at all times.

Promoting Safeguarding for our Children

- We create within the Nursery a culture of value, dignity and respect for the individual and encourage this in the children.
- The Nursery's key Person system promotes safeguarding and the well-being of children, and we ensure that planning and activities are carried out in a way that is appropriate for the ages and stages of our children.

- We introduce key elements of safeguarding children into our curriculum, or activity planning so that children can develop an understanding of why and how to keep safe, (e.g. Stranger Danger, Road Safety) including their right to be consulted in matters affecting them.
- We develop the children's awareness and understanding of inappropriate expectations and behaviours from themselves and their peers.
- Adults will act as good role models for the children at all times.

Promoting Safeguarding with our Staff Team

- At Chartam House Nursery, all staff are expected to maintain an attitude of 'it could happen here' where safeguarding is concerned. When concerned about the welfare of a child, staff must always act in the best interests of the child. If staff have any concerns about a child's welfare, they should act on them immediately, speaking to the Designated Safeguarding Lead or Deputy DSL.
- Nursery Management follow a robust safer recruitment process (please see Safer Recruitment policy) which includes a full application form, interviews, enhanced DBS check with Children's Barred List information and at least 2 references before any position is taken up. This ensures that no disqualified person or unfit person works at the Nursery or has access to the children. We will not employ any person who has received a caution or conviction against a minor.
- All staff receive safeguarding and child protection training (including online safety) at induction, and this training is regularly updated through staff meetings and materials within the Nursery environment. This is in addition to a comprehensive induction process which includes all Nursery Policies and Procedures
- All staff are aware of their local early help process and understand their role in it.
- All staff know what to do if a child tells them or demonstrates signs they are being abused, exploited, or neglected.
- Staff are aware that confidentiality is key and this means only involving those who need to be involved, such as the DSL (or a deputy) and local authority children's social care.
- Staff should never promise a child that they will not tell anyone about a report of any form of abuse, as this may ultimately not be in the best interests of the child.
- All staff should be able to reassure victims that they are being taken seriously and that they will be supported and kept safe. A victim should never be given the impression that they are creating a problem by reporting any form of abuse and/or neglect. Nor should a victim ever be made to feel ashamed for making a report.
- All staff are aware that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as harmful.
- Chartam House Nursery operates an open door policy with staff and Managers are available to discuss any concerns staff have about children on a daily basis, either within the nursery or out of hours if needed
- Staff are required to follow the staff behaviour policy at all times, and without exception
- The Nursery's whistleblowing policy is made available to all staff to raise concerns directly with Ofsted if they feel unable to approach the Deputy DSL, DSL, Nursery Area Director, or Nursery Owner.

Supporting Parents/ Carers in Safeguarding

The Nursery promotes building a trusting and supportive relationship amongst families, staff and Management. Parents are encouraged to participate in daily Nursery life through various events, access to policies & procedures, their child's learning and development records and the Management's open door and open communication policy.

In the event of a safeguarding investigation being underway, the Nursery will continue to welcome the child and the family to Chartam House Nursery. Information, support and advice will be provided for parents where needed such as for domestic violence, referral services, therapy or substance abuse etc. and we are able to provide guidance and support for online abuse, sexual exploitation, FGM or radicalisation.

When informing Parents/Carers of any impending referrals, we will discuss this with them before they are made. However if a suspicion of abuse is recorded, and the child is considered at risk an immediate referral will be made to the Referral and Assessment team and we will take their advice on informing parents/carers. Where a parent/ carer discloses information such as in regards to domestic violence, we will record this information as described below. 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 under the guidance of the Children's Services.

Indicators of abuse and neglect

Abuse: a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact

of witnessing ill treatment of others. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

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

Breast Ironing Practitioners should be aware of breast ironing – the process by which young pubescent girls' breasts are ironed, massaged, flattened and/ or pounded down over a period of time in order for the breasts to disappear or delay their development entirely. If staff have concerns about a child relating to this area, they must seek advice from the DSL, who will make a referral to Children Services. If you are concerned that the girl is in immediate danger, contact the police by calling 999. Nursery staff must not conduct any type of physical examinations themselves.

Skin Bleaching

This practise cuts across all ages, races, beliefs, ethnicities and ideologies. It usually takes the form of pills, creams or lasers to lighten the skin. Skin bleaching is not illegal in the UK, however excessive skin bleaching and high levels of particular ingredients in products sold illegally can be dangerous. As such, it can have harmful side effects; both physical and emotional.

Bruising

Accidental bruising tends to be in areas of the body where bones are close to the surface, such as the shins, knees, elbows, front of face, the t-zone and back of head. Bruises which should raise concern and should be investigated are those on cheeks, eyes, ears, neck, trunk, buttocks, upper arms, thighs, back of legs, feet and hands. Patterned or clustered bruising or bruises on both sides of the body are uncommon and possibly indicative of abuse. Sentinel injuries, which are relatively minor, inadequately explained injuries and any bruising in a non-mobile infants, no matter how minor, should be further investigated. Children with disabilities are at a higher risk of abuse and accidental falls are not as common in children requiring aids and wheelchairs.

Fabricated illness

This is where a child is presented with an illness that is fabricated by the adult. 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.

- 2) Emotional abuse: the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning or preventing the child from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone. All staff should be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation.
- 3) Sexual abuse: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and

technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue in education and all staff should be aware of it and of their school or college's policy and procedures for dealing with it.

- 4) Neglect: the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Children with special educational needs

Children who have additional needs may be more susceptible to abuse or may face additional challenges and we ensure we assess the child's ability to understand, communicate and avoid potential abuse and provide appropriate support where needed. We would be more aware of indicators to identify abuse and actively challenge assumptions, which may interfere with safeguarding those who are more vulnerable. We also assess the family to identify if any additional help is needed at home in order to signpost them to support when needed.

Child on Child abuse

At Chartam House Nursery we have young children who are still learning about appropriate behaviours, which we provide guidance on, teaching them how to be a good friend. In the cases where children show persistent unwanted attention, a form of bullying, which is not age appropriate, we will address this behaviour through our behaviour management procedures. We will take action to minimize any child on child abuse and actively challenge any form of bullying or abuse.

Honour based abuse

So-called 'honour'-based abuse (HBA) encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing. Abuse committed in the context of preserving 'honour' often involves a wider network of family or community pressure and can include multiple perpetrators

Action to be taken if we have Safeguarding concerns

Early Help

A child in need is defined under the Children Act 1989 as a child who is unlikely to achieve or maintain a reasonable level of health or development, or whose health and development is likely to be significantly or further impaired, without the provision of services; or a child who is disabled.

The aim is to identify a child or family who would benefit from help as problems emerge or when needs are not being met as early as possible to provide support to prevent needs from escalating and improve outcomes for the child and family.

Any child may benefit from early help, but all staff are particularly alert to the potential need for early help for a child who:

- is disabled or has certain health conditions and has specific additional needs
- has special educational needs (whether or not they have a statutory Education, Health and Care Plan)
- has a mental health need
- is at risk of modern slavery, trafficking, sexual or criminal exploitation
- is at risk of being radicalised or exploited
- has a family member in prison, or is affected by parental offending
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse

- has returned home to their family from care
- is at risk of 'honour'-based abuse such as Female Genital Mutilation or Forced Marriage
- is a privately fostered child, or
- is persistently absent from education, including persistent absences for part of the school day.
- who needs a social worker (Child in Need and Child Protection Plans)
- is a looked after or previously looked after child

If we identify that a family or child is in need of support, we will seek guidance from our Local Safeguarding Early Help team and conduct an Early Help Assessment, to identify what action could benefit the family. We would aim to do this with the family and child's involvement where possible.

If a family denies consent for an assessment and we are concerned, we will consider how to best meet the needs of the child and contact our local services to make a referral.

We will record our concerns, the children's needs, our view on the parents capacity to meet their child's needs and any external factors we are aware of which may influence the family or parents capacity. We can then signpost the parents to who to contact for a referral, advice or support.

If We Suspect Abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual and neglect.
- All staff are able to respond appropriately to any:
 - significant changes in a child's behaviour;
 - deterioration in a child's general well-being;
 - unexplained bruising, marks or signs of possible abuse or neglect;
 - any comment a child makes which may give cause for concern;
 - any suspected neglect or abuse outside of the setting (e.g. at home);
 - inappropriate behaviour displayed by other members of staff or other adult
- When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the Nursery will investigate.
- We allow investigation to be carried out with sensitivity. Staff members in the Nursery take care not to influence the outcome either through the way they speak to children or ask questions of children.
- Where a child shows signs and symptoms of 'failure to thrive' or neglect, we make appropriate referrals. We seek parent's/carer's permissions before making a referral unless by seeking this permission we put a child at risk.
- We work co-operatively with the parent/carer unless this is inconsistent with the need to ensure the child's safety

Disclosures Made to Us

- Where a child makes a disclosure to a member of staff, that member of staff:
 - offers reassurance to the child;
 - listens to the child; and
 - gives reassurance that she or he will take action.
 - The member of staff does not question the child – the golden rule is '**observe and listen but do not probe**'.

Recording and Reporting Suspicions of Abuse and Disclosures (including domestic violence)

All concerns, discussions and decisions made, and the reasons for those decisions, will be recorded in writing. These records are signed and dated and kept in a separate confidential file.

These records will include full dated, timed and verbatim witness statements including an objective record of the observation or disclosure, and exact words spoken by the individual. The member of staff will discuss the incident with the Designated Safeguarding Lead, and a decision will be made about who should be notified. If a child's safety is at risk The Single Point Access (SPA) will be contacted immediately. We will take advice from them regarding information then given to parents/carers, and whether to inform any other external bodies, including the police, social services and/or Ofsted etc.).

The DSL will keep a record of all and any actions taken, the reasons for those decisions and any other information including details of any other agencies known to be involved with the child/ family already and any information regarding potential knowledge of and agreement to the referral (gaining parental permission if relevant)

In a case where a child is not in immediate danger we try to discuss the matter with parents/carers before making any referrals. However, it is the welfare of the child which is paramount and this is at the forefront of all our actions. We shall use our professional judgement in sharing information with the agencies that

'need to know', being open and honest with parents/carers and children as to why we feel we need to share the information.

Confidentiality and Information sharing

If there are concerns within the Nursery, it is important that the Designated Safeguarding Lead, is made aware of them. Information must not be shared with any other member of staff. All concerns and investigations are kept confidential and shared only with those who need to know.

The GDPR Data Protection Act 2018 allows us to prioritise a child's safeguarding and we will share information as required to ensure that the child is protected. Fears about sharing information must not be allowed to stand in the way of the need to safeguard and promote the welfare of children. Any information shared with external agencies is done under the guidance of the RBWM Safeguarding Partnership team. Information will be shared with the consent of the child and parents where possible unless this is to the detriment of the child.

Accurate records will be maintained of all telephone calls, minutes and outcomes of meetings etc. relevant to the matter, treating these records as highly confidential and keeping them in a locked filing cabinet in the Nursery office.

Any concerns will be passed on to relevant services when a child leaves the setting.

Procedure Regarding Abuse or Suspected Abuse by a Member of Staff

Despite all efforts to recruit safely there may be occasions when allegations of abuse or inappropriate conduct are made against a staff member. The following procedure will take place if at any time it is reported to **the Manager or Designated Safeguarding Lead** that a member of staff or student

- Has behaved in a way that has harmed a child, or may have harmed a child and/or
- possibly committed a criminal offence against or related to a child, and/or
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children, and/or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The Nursery Area Director, Cindy Knight will be responsible for leading a full case investigation.

In order to safeguard the children and themselves the member of staff who has had the allegation made against them may be suspended immediately from duties with the children pending investigation.

Where the Nursery Area Director and Owner identify a child has been harmed, that there may be an immediate risk of harm to a child or if the situation is an emergency, they will immediately inform the RBWM Local Authority Designated Officer (LADO) or the police if relevant, and this will be prior to any further investigation taking place. The advice will be taken as to any action to be taken, including whether or not to inform the parents/carers of the child concerned. The Nursery will follow the advice of the RBWM Local Authority Designated Officer (LADO) as to how much information should be disclosed to the parents and the staff member against whom the allegations or suspicions have been levied.

At all stages written documentation will be taken concerning allegations and conversations with all parties involved, this documentation will include dates, times, locations and names of potential witnesses. At this point the case will be taken over by the authorities concerned and a strategy meeting will be held.

Where the initial discussion leads to no further action, the case manager and the LADO should:

- record the decision and justification for it, and
- agree on what information should be put in writing to the individual concerned

The Nursery will maintain its duty of care to any member of staff under investigation, and will offer guidance on where to find information, support and advice. Details of allegations following an investigation that are found to have been malicious or false should be removed from personnel records unless the individual gives their consent for retention of the information. However, for allegations which are substantiated, unfounded and unsubstantiated, records will be maintained in a locked confidential file in the Manager's office.

The Disclosure and Barring Service and Ofsted will be informed if any staff is dismissed due to a safeguarding concern.

If the concern personally involves the named Designated Safeguarding Lead or then the next nominated is Cindy Knight and the concern should be addressed to her.

Prevent Strategy

- The Prevent Duty Guidance (Oct 2023) highlights the responsibility of early years providers to focus on delivering the Early Years Foundation Stage with regard to keeping children safe and promoting their welfare. Through focusing on a child's personal, social and emotional development, we as a nursery, ensure that (in an age appropriate way) we teach our children to learn right from wrong, learn to value other people's views and understand about similarities and differences between themselves and others.
- Staff are encouraged and understand that it is their duty to challenge negative stereotypes and attitudes and teach the children this too. This is not limited to the children attending the nursery but also to any visitors, parents, staff, students and extended family that enter our nursery or look after our children.
- Staff are made aware of how to identify any children who are vulnerable or at risk and aware of how and when to intervene as appropriate. Staff know to report any concerns to the safeguarding officer.
- Children's poor and irregular attendance is tracked.
- The Manager, Deputy and Area Director have attended Prevent awareness training and has reported back to staff during a staff meeting. The manager is aware of who to contact where there is a concern (listed below).

Complaints

- We ensure that all parents/carers know how to complain about staff or student action within the Nursery, which may include an allegation of abuse.
- A copy of our complaints procedure is displayed on the parents notice board
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or student has abused a child as if it were an allegation of abuse by any other person and we notify Ofsted and the RBWM LADO when we receive an allegation made about a member of staff, in line with this procedure.

IMPORTANT CONTACTS

Jessica Burgess (Nursery Manager) Cindy Knight (Nursery Area Director) Amy Shah (Nursery Owner)	01628 308 940 07957 289 839 07342 643 439
OFSTED	0300 123 1231
Single Point access (SPA)	T: 01628 683150 (option 4)
Out of Hours Emergency Duty Team	T: 01344 351999
Local Authority Designated Officer (LADO)	T: 01628 683202 E: lado@achievingforchildren.org.uk
Early Help team	01628 68 3150 option 1
Police	999

CHARTAM HOUSE

Whistle Blowing Policy

EYFS (2023) 3.4-3.8: Providers must be alert to any issues of concern in the child's life at home or elsewhere. Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant local safeguarding partners (LSP). The safeguarding policy and procedures must include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting. To safeguard children and practitioners online, providers will find it helpful to refer to 'Safeguarding children and protecting professionals in early years settings: online safety considerations'. A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSP. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect. Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.. Providers may also find 'What to do if you're worried a child is being abused: Advice for practitioners helpful'. Providers must have regard to the government's statutory guidance 'Working Together to Safeguard Children' and to the 'Prevent duty guidance for England and Wales'. All schools are required to have regard to the government's 'Keeping Children Safe in Education' statutory guidance, and other childcare providers may also find it helpful to refer to this guidance. If providers have concerns about children's safety or welfare, they must notify agencies taking account of any advice from the LSP or local authority on appropriate training courses and statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police. Registered providers must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. A registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence.

What is Whistleblowing?

Whistleblowing encourages and enables staff to raise concerns within the nursery, rather than overlooking a problem or 'blowing the whistle' outside. Staff are often the first to realise that there is something wrong within the nursery. However, they may not want to express their concerns as they feel that speaking up would be disloyal to their colleagues or to the nursery. If you believe that a child is or children are at immediate risk of harm, you should refer your concern to the DSL or the local authority LADO or report this to the police. Further information on the safeguarding of children can be found in 'Working together to safeguard children' and our Nursery Child Protection policy. If you tell Ofsted, they will always tell the relevant local authority.

Our Commitment

The Chartam House Nursery is committed to the highest possible standards of openness, and accountability. In line with that commitment, we expect staff, and others that we deal with, who have serious concerns about any aspect of the nursery's operation to come forward and voice those concerns.

Who does the Policy apply to?

The policy applies to all employees, permanent and temporary, agency staff, volunteers, extra-curricular staff and work experience students.

The Aims of the Policy

- To encourage you to feel confident in raising concerns and to question and act upon concerns about practice.
- To provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- To ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- To reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

What Types of Concern are covered?

- Behaviour, which has harmed, or may harm a child
- Where there is a possibility that a member of staff has committed a criminal offence against a child or related to a child that has not been disclosed
- Behaviour towards a child or children in a way that indicates that s/he is unsuitable to work with children
- Conduct which is an offence or a breach of law
- Failure to comply with a legal obligation
- Health and safety risks, including risks to the public as well as other staff.
- Damage to the environment
- Actions which are unprofessional, inappropriate or conflict with a general understanding of what is right and wrong

Safeguards and Victimisation

Chartam House Nursery recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to

your employer and those for whom you provide a service. Chartam House Nursery will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith.

Confidentiality

All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness.

This policy encourages you however to put your name to your concern whenever possible. Please note that:

- Staff must disclose the information in good faith
- Staff must believe it to be substantially true
- Staff must not act maliciously or make false allegations
- Staff must not seek any personal gain

How to Raise a Concern

As a first step, you should raise concerns with the Nursery Manager or DSL. In all cases that fit the criteria above, the Manager will contact the Local Authority Designated Officer (LADO). The LADO is responsible for all the management and oversight of individual cases and must be informed of all allegations or concerns relating to staff or volunteers that fit the criteria above. They will:

- Provide advice and guidance to the setting
- Will liaise with Children's Social Care and other agencies
- Will monitor the progress of cases where necessary
- Will work to ensure that all allegations are dealt with appropriately

If the allegation is against the Manager, please seek advice from Area Director in the first instance, or escalate to Nursery owner. If the allegation is against the Area Director, please speak to the Nursery Owner. Alternatively, the LADO should be contacted directly using the contact details above.

You can also contact Ofsted directly on 0300 123 3155 or email them at whistleblowing@ofsted.gov.uk

Jessica Burgess (manager & DSL) Cindy Knight (Nursery Area Director) Amy Shah (Nursery Owner)	01628 308 940 07957 289 839 07342 643 439
OFSTED	0300 123 1231 whistleblowing@ofsted.gov.uk
Single Point access (SPA)	T: 01628 683150 (option 4)
Out of Hours Emergency Duty Team	T: 01344 786543
Local Authority Designated Officer (LADO)	T: 01628 683202 E: lado@achievingforchildren.org.uk
Police	999

CHARTAM HOUSE NURSERY

Child Collection Policy

EYFS (2023) - 3.63: Providers must only release children into the care of individuals who have been notified to the provider by the parent and must ensure that children do not leave the premises unsupervised. Providers must take all reasonable steps to prevent unauthorised persons entering the premises and have an agreed procedure for checking the identity of visitors.

The welfare and safety of all children in our care is of paramount importance.

Only authorised parents, carers or other named persons on the child's personal details registration form will be allowed to collect the child.

For every child attending the Nursery, a list of emergency contact numbers are kept in the office. Full emergency contact details are also recorded on each child's personal record form in their file. Parents must provide us with a photograph of any other persons to collect which is kept in their child's personal folder.

It is a parent responsibility to ensure emergency contact details and information regarding persons authorised to collect from Nursery is kept up to date by providing written notification via email to the Manager.

On no account will staff allow an unknown person to enter the premises without verifying their identity and reason for visiting the nursery.

On no account is any parent to allow any other person into the premises, even if this person is known to them. Parents must accept this responsibility and must wait until a member of staff open the door for them.

If there is the odd occasion that a person unknown to the Nursery will be collecting the child then the parent must inform the Nursery Manager via email detailing the name of the person collecting, their mobile number and a photo of that person.

Should a parent/carer wish to nominate someone new to collect their child from Nursery regularly they need to update their child's personal record form in person or with email and provide a photograph must be provided.

We will not allow a parent/carer to leave the premises with the child if we believe the parent/carer is under the influence of alcohol or other harmful substances or if we have a safeguarding concern where the child may be at risk of harm. If this occurs, we will contact the next person on the child's collection list and request for them to collect the child instead. This event can be particularly challenging and we endeavour to maintain a professional position.

Child Collection Procedure

The Nursery encourages parents and carers to drop-off at the front door in the morning and are welcome to come inside to collect at the end of the day. This promotes confidence and independence for children.

The Manager will be on door duty or will allocate a suitable member of staff to supervise the entry and exit of parents.

The front door must not be left open, unattended or on a latch at any time or for any reason.

Drop Off –

Parents and children will be welcomed by a member of staff at the front door. Babies and Toddler will be escorted to wash their hands then be taken in to their classroom to be signed in. Older children will be directed upstairs to wash their hands and then join their class and be signed in, being supervised or escorted on the stairs.

Pick Up –

- the child must be signed out by a member of staff, and handed over to the parent/ carer
- a short handover of the child's day will be given. If a more detailed handover is needed, a time can be arranged with the Manager for the child's Key Person to meet or call the parent.
- Staff must acknowledge a parents arrival and Parents need to ensure that they communicate their departure from the room or garden if the staff are busy.

Uncollected child procedure

If a parent/carer is running late to collect their child by 6:00pm or will not be able to get to Nursery on time as expected then the following procedure must be followed:-

- A phone call must be made by the parent/carer to the Nursery landline to inform Management of how late the parent/carer thinks they will be.
- If alternative arrangements have been made for the child's collection the parent must email the Nursery Manager providing written consent of the new arrangements and the name and photograph of the person collecting
- Should a child not be collected at the appointed time, a member of staff will endeavour to contact the parent/carer using the contact information on file.
- If the parents/carers are not contactable, the other adults who are authorised to collect the child will be contacted using the numbers recorded within the child's personal record and registration form.
- If a parent is late, they will be charged a late collection fee of £20 for the first fifteen minutes and £10 for every 10 minutes thereafter. The money will go directly to the two members of staff who have to stay with the child (two adults is the minimum legal requirement).
- At least two suitable members of staff will remain on the premises with the child until the person collecting the child arrives.
- UNDER NO CIRCUMSTANCES will a staff member take the child home with them.
- If the parents, carers or any other adult responsible cannot be contacted, we will take into consideration all the individual families circumstances and once a reasonable time has elapsed, the Out of Hours Emergency Duty Team will be contacted on 01344 786543
- Children's Services will aim to locate the parents or relative, if they are unable to do so the child will be admitted into the care of the local authority.
- A full written report on the incident will be included in the child's file.

CHARTAM HOUSE

British Values and Prevent Duty Policy

EYFS (2023): 3.7: Providers must have regard to the government's statutory guidance 'Working Together to Safeguard Children' and to the 'Prevent duty guidance for England and Wales. All schools are required to have regard to the government's 'Keeping Children Safe in Education' statutory guidance, and other childcare providers may also find it helpful to refer to this guidance. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police.

All schools registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into extremism". This duty is known as the Prevent duty. It applies to a wide range of public-facing bodies. Bodies to which the duty applies must have regard to the statutory guidance.

British Values

British values are four values introduced to help keep children safe and promote their welfare – as is the duty of all providers following the EYFS; specifically to counter extremism.

These four values are

- **Democracy:** making decisions together
- **Rule of law:** understanding rules matter
- **Individual liberty:** freedom for all
- **Mutual respect and tolerance:** treat others as you want to be treated

The DfE have reinforced the need **"to create and enforce a clear and rigorous expectation on all schools to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs."**

The Government set out its definition of British values in the 2011 Prevent Strategy. At Chartam House Nursery, embedding these values in our everyday practice and ensuring they are regularly re-enforced is the responsibility of every member of staff.

Democracy: making decisions together

As part of the focus on self-confidence and self-awareness as cited in Personal, Social and Emotional Development:

- We encourage children to see their role in the bigger picture, encouraging children to know their views counts, they have a voice, value each other's views and values and talk about their feelings.
- Staff can support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

Rule of law: understanding rules matter

As part of the focus on managing feelings and behaviour:

- Staff can ensure that children understand their own and others' behaviour and its consequences, and learn to distinguish right from wrong.
- Staff can collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone.

Individual liberty: freedom for all

As part of the focus on self-confidence & self-awareness and people & communities as cited in Personal Social and Emotional development and Understanding the World:

- Children should develop a positive sense of themselves. Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities.
- Staff should encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions.

Mutual respect and tolerance: treat others as you want to be treated

As part of the focus on People & Communities, managing feelings & behaviour and making relationships as cited in Personal Social and Emotional development and Understanding the World:

- Managers and staff create an ethos and environment of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community.
- Children should acquire a tolerance and appreciation of and respect for their own and other cultures; know about similarities and differences between themselves and others and among

families, faiths, communities, cultures and traditions and share and discuss practices, celebrations and experiences.

- Staff should encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions.
- Staff should promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping. This is not limited to the children attending the nursery but also to any visitors, parents, staff, students and extended family that enter our nursery or look after our children.

Prevent Duty

All schools and childcare providers must have due regard to the need to prevent people being drawn into extremism.

The government has defined extremism in the Prevent strategy as: "vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs."

Childcare and Early Years Providers subject to the Prevent duty will be expected to demonstrate activity in the following areas:

- assessing the risk of children being drawn into extremism or terrorism.
- demonstrate that they are protecting children and young people from being drawn into extremism by having robust safeguarding policies.
- ensure that their safeguarding arrangements take into account the policies and procedures of the Local Safeguarding Children Board.
- make sure that staff have training that gives them the knowledge and confidence to identify children at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism
- expected to ensure children are safe from terrorist and extremist material when accessing the internet

If we suspect a person to be vulnerable and/ or at risk

Staff are made aware of how to identify any children, staff or families who are vulnerable or at risk, for example as a result of:-

- unauthorised and un-notified absences from Nursery
- changes in behaviour
- any comment or actions a child makes which may give cause for concern;

Any suspicion of risk must be reported to our Designated Safeguarding Lead or in their absence, the Nursery Area Director, Cindy Knight. They will immediately report to the MASH team for Maidenhead and Windsor or the national referrals team and their advice followed.

At all stages written documentation will be taken concerning allegations and conversations with all parties involved, this documentation will include dates, times, locations and names of potential witnesses. All related documentation will be kept in a locked confidential file in the Nursery office.

All staff have receive training in the Prevent Duty and British Values, and this is also part of the induction programme for any new staff member.

IMPORTANT CONTACTS (SEE CHILD PROTECTION POLICY)

Government helpline for extremism concerns	020 7340 7264
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CHARTAM HOUSE

ICT and Internet Safety Policy

Introduction

The Internet and 'Information and Communication Technology' (ICT) should be considered part of everyday life with children seen to be at the forefront of this online generation. Knowledge and experience of ICT should be considered as an essential life skill. It has to be recognised however, that digital technology has increased the potential for cameras and images to be misused and inevitably there will be concerns about the risks to which children may be exposed. Developmentally appropriate access to computers, cameras and the internet in the early years will significantly contribute to children and young people's enjoyment of learning and development.

Children will learn most effectively where they are to be given managed access to computers and ICT equipment and control of their own learning experiences; however such use will carry an element of risk.

This Policy will aim to outline safe and effective practice in the use of the cameras, tablets, computers, phones, smart watches and internet. It will provide advice on acceptable use and effective control measures to enable children and adults to use ICT resources in a safer online environment.

The Lead Designated Safeguarding Lead (DSL), **Jessica Burgess**, is to be responsible for ICT and online safety, and will manage the implementation of the ICT and Internet Safety Policy.

Procedures

At Chartam House Nursery the younger children will only have access to technology equipment where they can learn about cause and effect, such as push button toys. Older children can access ICT toys such as voice recorders and Bee bots and then only use the tablets or laptop with adult supervision to access learning resources.

- The tablets will be kept in the office when not in use
- It must only be used when there are at least two members of staff in the room
- Tablets and the Internet must only be used as part of a planned activity with a clear learning intention for children
- Staff must check any media which the children will view, **before** showing it to the children
- The history on the tablets and laptops is monitored on a regular basis by management
- The tablets and computer should never be used for personal use such as emails or social media sites
- Children are not permitted unattended use of ICT resources with internet access.

Should children or adults discover any potentially unsafe or inappropriate material, they are to immediately remove the content from the children's view. For example, the device will be removed from children's view and/or the monitor (not computer) will be turned off. The use of the Report Abuse button is to be considered best practice. All such incidents must be reported to the Designated Safeguarding Lead; who must ensure a report of the incident is to be made and will take any further actions which are to be deemed necessary.

If a parent would rather not allow internet access to a child then please let a member of nursery staff know.

We also introduce the children to e-safety and explain where possible about how and why we use the internet.

Staff are also aware of the need to limit the time children spend on computers and will develop strategies to ensure that they spend a balance of time engaged in ICT and other activities.

The Chartam House Nursery provides the use of digital cameras, computers and internet facilities for staff. The digital cameras allow staff and children to record day to day activities. The computer and internet access provides opportunities to enhance education by supporting the planning of activities and researching information. This policy also sets out the settings standards for the safe use of this.

The DSL reserves the right to examine or delete any files that may be held on its system or to monitor any internet sites visited. Any staff member has the right to question another staff member on their ICT usage and is obligated to report any concern immediately with the DSL.

Photos

- Staff will only use the setting's own cameras or tablets to take photographs and videos to support the recording of activities or events
- Consent for photographs is obtained from Parent/Carer on admission as part of the registration process.
- Specific consent for photographs to be used in publicity e.g. website, is obtained from Parent/ Carer as part of the registration process and at the time of use.
- All images stored on the setting's computers, which are password protected.
- Where it is not possible to download or delete photographs immediately from the Nursery's camera, the camera will be securely stored until the next possible day.
- Photographs are disposed of appropriately once no longer required – either by deleting, shredding or giving to parents.
- Staff will not use any other device, including personal mobile phones, to take photographs in or around the setting or when on outings.
- Cameras are prohibited within the toilet and nappy changing areas.
- Photographs are not to be taken of children in only nappies, when asleep or when not fully dressed.
- The use of any photographic equipment by staff, parents or visitors is only permitted with the consent of the Manager or person in charge.
- Any photos or videos taken by staff, other adults (including parents), and the children themselves during ANY Nursery activity (including outings and events/ parties) should not be put on public display or published anywhere on the internet (including social networking sites such as Facebook).

Computers and internet use in the setting

- Computers and internet will be used only for work related activities. Personal use of internet activity on the nursery's computers, laptops and tablets is strictly prohibited.
- All nursery computers, laptops and tablets are password protected.
- Computer discs or pen drives will not be used without prior permission from the Manager
- All Internet activity and history will be monitored for appropriateness by the Manager
- Other user's files will not be accessed without their permission.
- E-mail correspondence is solely the responsibility of Management, and staff access to the Manager's computer and emails are not permitted
- Personal details will not be shared over the internet
- Social networking sites will not be accessed via Nursery computers/ laptops or mobile phones at any time
- Computer files will be checked and the internet sites visited will be monitored by management
- Any inappropriate materials sent to the computer must be reported to the manager.
- All staff will adhere to the above. Any breaches will be subject to the setting's disciplinary procedure.

Tablets

The Nursery tablets are used inside nursery rooms and in the outside areas and may on occasion be used on outings. The tablets will be stored in the office at the end of each day. Photographs and videos taken with the tablets will be used for displays within the nursery and for observations. Nursery Tablets are used by staff for the EYFS (Tapestry) to record children's activities, development stages and achievements through written and photo observations. Children can use the tablets with very close supervision from staff. Tablets must only be used for internet access for the Tapestry app and may be used for learning purposes for children

Mobile phone, smart watches 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. This is why mobile phones are not to be used during working hours and where children are present.

The use of smart watches are permissible as long as there are no photography ability and staff remain attentive to the children. If they are observed to be using smart watches inappropriately, then they will no longer be allowed and the staff member will be subject to the setting's disciplinary procedure.

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as 'Facebook' could have an impact on how parents using the nursery view the staff. As such, all staff are asked to sign the Professional Conduct Agreement.

Staff must adhere to the following at all times

- Mobile phones must only be used on a designated break in the staff room or Manager's office, and when children are not present

- Mobile phones must be stored safely in the office when the staff are not on their break
- Personal mobile phones should be password protected
- During outings, at least one mobile needs to be taken for the group. This is to be used for emergencies only and never for personal uses. Phones to be placed back in the staff box on return to nursery
- Photographs must not be taken of the children on any personal phones under any circumstances
- Staff must not post anything onto social networking sites that could be construed to have any impact on the nursery's reputation, other staff or parents.
- We strongly recommend staff do not accept parents or children as "friends" on social networking sites, however if staff do choose to allow this, then this relationship must remain professional at all times and we recommend that security settings on social network sites are at the highest level to prevent anyone with whom you're not friends with seeing information about you or your line of work
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.
- Students are not permitted to access any computers or tablets

Manager's Work Mobile Phone

- In the event of an emergency, the Manager has been provided a work mobile phone. This phone contains staff and parent contact details for out of hours or away from nursery emergencies. Likewise, this telephone number is provided to staff and parents should they need to contact the Manager in an out of hours emergency,
- During office hours, usage of the Manager's work mobile phone follows the same mobile usage policy as all other staff – the phone is password protected and can only be used on a designated break in the staff room or the Manager's office.
- Photographs of the children will not be taken on the Manager's work phone under any circumstances

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, parents and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery, including when collecting or dropping off their children. We also ask parents to encourage friends and family who may be collecting their child from using their phone on the premises. Parents are also asked to refrain from sending photographs of their children to any of the staff's personal mobile phones or the Manager's work mobile phone.

Chartam House Nursery

Missing Child Procedure

The welfare and safety of all children in our care is of paramount importance. The following covers the procedures to be adopted in the unlikely event of a child going missing from Nursery care.

Missing Child on Nursery Premises

At Chartam House Nursery, we supervise the children effectively throughout the day, ensuring that at all times legal required ratios are maintained. In the unlikely event of a child going missing whilst on the Nursery premises, the following actions will be taken:

- The senior member of staff present arranges for the other children to be satisfactorily supervised and will check registers to ensure no other children are missing.
- Doors and gates will be checked to identify if these have inadvertently been left open enabling a child to wander off.
- The person in charge will be informed and will talk to staff to ascertain the last time that the child was seen and any information will be gathered quickly.
- The surrounding area will be checked immediately to see if the child can be located, in particular areas, such as toilets, cupboards or other areas of a size capable of hiding a child.
- Enquiries are made of any other adults in the vicinity.
- Within an appropriate time lapse but no more than 5 minutes, if the child cannot be found, the person in charge will inform:-
 - a. The police and/or any other appropriate emergency service
 - b. The parents/carers of the child
- At all times the welfare of the other children in the Nursery will be considered and all efforts made to keep the children calm and happy.
- The Manager and staff of the Nursery will liaise with the police and emergency services at all times and will co-operate fully and provide support as needed to the child's family.
- A full record of the incident will be written up by the Nursery Manager and will be stored confidentially in the Nursery office. Ofsted will be informed at the earliest possible opportunity but always within 14 days.
- A full enquiry as to the nature of the incident will be carried out, with the co-operation of any children's services, LADO or agencies as required.

Missing Child on an Outing

As detailed in our Outings policy, a full risk assessment is completed before undertaking any outing from the premises. Adult to child ratios are not only adhered to, but on many occasions are exceeded, to ensure that the children are appropriately supervised at all times. A mobile phone is always taken.

In the event that a child goes missing on an outing the procedure to be followed is as follows:

- The senior member of staff present arranges for the other children to be satisfactorily supervised and will check registers to ensure no other children are missing.
- Should the outing be taking place in a staffed environment (such as a museum or theatre etc.) the senior member of staff will immediately inform the manager of the facility and ask for co-operation in ensuring that all exits to the facility are manned and watched.
- The immediate area will be searched taking into account any spaces or areas that would attract a child *i.e.* bushes, trees, sheds and out houses, toilets, any exciting place that a child may want to explore. On undertaking this search it will be considered if there are any security staff or facility staff who can assist with a rapid review of the facility. Priority will be given to ensuring that any exits are manned.
- If the Nursery Manager is not present on the outing then they will be contacted immediately
- Within an appropriate time lapse but no more than 5 minutes, if the child cannot be found, the person in charge will inform:
 - a. The police and/or any other appropriate emergency service
 - b. The parents/carers of the child

- Arrangements will be made by the person in charge to transport the other children on the outing safely back to Nursery as soon as possible. At all times the welfare of the children will be paramount and all efforts made to keep the children calm and happy.
- The manager and staff of the Nursery will liaise with the police and emergency services at all times, will co-operate fully and will provide support as needed to the child's family.
- A full record of the incident will be written up by the Nursery manager and will be stored confidentially in the Nursery office. Ofsted will be informed at the earliest possible opportunity but always within 14 days.
- A full enquiry as to the nature of the incident will be carried out, with the co-operation of any children's services, LADO or agencies as required.

Investigating and Reporting

A full report will be written up following an investigation by the manager into how the child went missing. All relevant information including the names of the person in charge, staff present and what they saw, the staff ratios and the full circumstances of the incident will be recorded. If necessary, where the incident was due to the negligence of a staff member, then the staff disciplinary procedure will be followed.

Ofsted, and if appropriate the LADO, will be informed immediately and certainly within the 14 days statutory notice period. Any advice and instruction provided will be followed.

Key People to Inform

Jessica Burgess (Manager & DSL)	01628 308 940
Cindy Knight (Nursery Area Director)	07957 289 839
OFSTED	0300 123 1231
Single Point access (SPA)	T: 01628 683150 (option 4)
Out of Hours Emergency Duty Team	T: 01344 786543
Local Authority Designated Officer (LADO)	T: 01628 683202 E: lado@achievingforchildren.org.uk
Police	999

CHARTAM HOUSE NURSERY

Health and Medication Policy

EYFS 2023 - 3.45–3.47: The provider must promote the good health, including the oral health, of children attending the setting. They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection, and take appropriate action if children are ill. Providers must have and implement a policy, and procedures, for administering medicines. It must include systems for obtaining information about a child's needs for medicines, and for keeping this information up-to-date. Training must be provided for staff where the administration of medicine requires medical or technical knowledge. Prescription medicines must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist (medicines containing aspirin should only be given if prescribed by a doctor). Medicine (both prescription and non-prescription) must only be administered to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer. Providers must keep a written record each time a medicine is administered to a child, and inform the child's parents and/or carers on the same day, or as soon as reasonably practicable

PARENTAL RESPONSIBILITY

We endeavour to promote the good health of the children attending Chartam House Nursery. Health and well-being are a central part of the Nursery's values and, are promoted within the setting on a daily basis through self-care, healthy eating and physical development.

When a child in our care becomes unwell, it is our policy to contact the parent/carer and discuss the situation. For this reason, a minimum of two emergency contact numbers must be provided. Please note the statement in the Terms and Conditions referring to children being sent home.

There is a responsibility on the part of the parent to make sure that all relevant information regarding their child's medical needs is passed on to the Management and staff at Chartam House Nursery. Medicines should only be brought in when prescribed and essential; that is, where it would be detrimental to a child's health if the medicine were not administered during the Nursery day. Where clinically appropriate, if medicines are prescribed in dose frequencies such as twice a day, you should give this medicine outside of nursery hours. Parents are encouraged to ask the prescriber about this.

SICKNESS AND DIARRHOEA

Children that have vomited on one occasion or had diarrhoea on three occasions in a row must stay away from the nursery until they are able to hold down food normally and have had a normal stool. In line with PHE guidance, this must be at least **48 hours from the last bout**. We ask for parent co-operation and honesty about whether their child has had sickness or diarrhoea through the previous day or night.

TEMPERATURES AND FEVERS

Children that present with a raised temperature (37.9° c or over) will be required to be collected from Nursery, They will be required to stay away from Nursery for **24 hours from when their temperature has returned to normal**, and they are well enough to return.

COMMUNICABLE DISEASES

We follow the guidance set out by Public Health England in regards to infection control in childcare settings. In most cases, children would be allowed to attend nursery with common infections such as conjunctivitis or hand, foot and mouth. We may however apply exclusions if management feel that the illness poses a high risk of spreading infection and will then ask parents to keep their child at home until they are recovered.

COVID 19

The risk of serious illness from COVID-19 is much lower than earlier in the pandemic due to a combination of a milder variant being dominant and high levels of immunity in the population. However, in order to continue to minimise risk to children, families and staff, we will continue to focus on good personal hygiene and regular handwashing, ventilation of communal spaces and making the most of outdoor time.

Children who are unwell and have a high temperature should stay at home and avoid contact with other people. They will be required to stay away from Nursery for 24 hours from when their temperature has returned to normal, and they are well enough to return.

The Nursery retains an outbreak management plan and will put this in to action if advised by the local authority Public Health team and/ or case thresholds are met.

ORAL HEALTH

At Chartam House Nursery, we recognise the importance of promoting good oral health habits from the earliest age. Teachers support children's understanding of good oral health in a number of different play-based ways. This includes role-playing with dolls and soft toys, reading stories, talking about healthy food and drinks that help grow strong teeth, and those that do not. Where possible, the Nursery also provides parents and carers knowledge and practical advice to support oral health at home.

LONG TERM/ ONGOING MEDICAL NEEDS

If a child has long term or on-going medical needs, a meeting will be arranged with the parents/carers to discuss the needs of this child prior to them starting at Chartam House. All staff will be informed of any special action that may need to be taken. In the case of medication that needs to be administered on an ongoing basis, a letter from the child's doctor will be kept on file. Medication will be kept in the cabinet in the office and regular discussions will be held with the parents to make sure all information we hold is up to date. Long term conditions requiring special care will be dealt with on an individual basis but following the listed guidelines and procedures as closely as possible.

If a child requires an epi-pen, we require 2 epi-pens to be provided to Nursery. This will again be discussed with parents on a child starting at Nursery.

ON RECEIPT OF MEDICATION

If a child has been prescribed medicine they must not attend nursery for the next 24 hours after the first dose because we need to be sure they will not have a reaction to the medicine and they may still be unwell on their first day of medicine and require one to one attention.

In addition, they may only return when there are no longer any symptoms present and the child is no longer contagious, unwell or needing one to one attention.

On receipt of any medication to be administered to a child, a **Medication Record** must be filled out in full and signed by a parent or guardian on the morning of the day the medicine needs to be administered. This form must be handed to the appropriate member of staff who will make sure all of the information obtained is correct. The Manager, or in their absence the Deputy Manager, must be informed that there is a child who needs to be given medication on that day. Medication must only be administered by the Management or Room Leader in their absence and **MUST** always be witnessed by another member of staff.

PRESCRIBED MEDICATION

The Nursery will only accept medicines that have been prescribed by a doctor, dentist, nurse prescriber or pharmacist prescriber.

All medication (including medicated skin lotions) to be administered to a child that has been prescribed must have the following information on it:

The child's correct name	The date
The name of the medication medication	The dosage/ frequency of
The last dose given	The strength (if applicable)
The expiry date (if applicable)	

The medication must be in the original packaging or bottle with the original pharmacy label on it.

If we do not have all of the relevant information, the medication will not be administered.

We cannot make changes to dosages on parental instructions.

Under no circumstances will a child be given medicine that has been prescribed for someone else.

The Nursery Manager and Deputy Manager, are responsible for ensuring that medicines are correctly stored, administered, recorded and disposed of.

Parents will be asked by the child's key person the last time at which medication was administered. This will be recorded on the child's medication record and a parent signature will be required before they leave Nursery.

Medication will only be administered once the appropriate amount of time has lapsed between the last dosage given. Once medication has been administered by the Manager, the information must be

added to the child's Medication Record. This will be kept with the child's records for a recommended period of time after the child has left the Nursery.

When the parent or guardian collects the child at the end of the day, they must counter sign the Medication Record alongside the member of staff's signature when receiving the medication back. If a parent signature is not obtained at the end of the day, the Manager will email the parent and a signature must be obtained the next time the child is brought to Nursery.

If a child has refused medicine, this will be noted on the Medication Record and the parent informed on the same day. If a refusal to take medicine results in an emergency, the Nursery's emergency procedures will be followed.

STORAGE

If the medication has to be refrigerated, it is to be put into the small fridge in the kitchen in an airtight container. The position for storage will be clearly marked "MEDICATION". If it does not need to be refrigerated, it will be kept in the locked medicine cabinet in the kitchen.

1. If the medication is short-term and/or needs to also be administered at home, it will be handed to the parent or guardian, by a member of staff as the child leaves the nursery at the end of each day.
2. If a child requires an epi-pen, we require 2 epi-pens to be provided to Nursery.
3. If medication is taken on an outing, it will be carried by the designated First Aider along with any action plans. This is also noted on the Risk Assessment filled out when the nursery leave the premises.
4. If medicine needs to be discarded, it will be returned to the parents to do so.

NON-PRESCRIBED MEDICINE

We allow parents to bring in Nappy Creams such as Metanium or Bepanthen and Off-the-Shelf Dry Skin Lotions such as Aveeno or Epaderm. We will also accept teething gels that are in the original packaging that state they are suitable for the age of the child and when receiving these. A special requirements form should be filled in and all staff notified as well as a Medication Record filled in and signed each time it is given.

If a child has **an eye infection such as conjunctivitis**, they are not excluded from nursery but we ask you to get it treated immediately. We can administer antibiotic eye drops as long as the correct forms are filled out and signed. If your child has taken these eye drops in the past without an allergic reaction, they will be able to attend nursery straight away on the basis that they are well enough to be here. If your child has never tried these eye drops in the past, your child will be required to follow the procedure above and stay away from the nursery for the first 24 hours. Only the Manager, or Deputy/Head of Room in their absence, may administer the drops and the correct hygiene procedures must be followed.

The only other non-prescribed medicine we will administer is Calpol, which we keep on our premises and for which we follow the procedure below.

1. The Nursery will have Calpol available for emergencies only
2. If child reaches a temperature of 37° c to 37.8° c (normal being 36.3° c to 37° c) the Manager will be informed and the child will be monitored regularly. The temperature will be recorded in writing on the reverse of the child's medicine record form. Action will be taken to bring this temperature down i.e. giving water to drink and removal of clothing.
3. If the temperature reaches 37.9° c then the parent or carer will be contacted and the child's symptoms discussed. At this point, a decision will be made as whether or not to administer Calpol (dosage is based on packaging instructions).
4. Calpol WILL ONLY be administered once the parent has sent written consent via email. A verbal message given to a member of staff is not sufficient and will not be taken as 'parents consent'. We **MUST** have proof of parent's permission in writing via email.
5. If the parent or other named persons are not contactable then the Manager will be called and only in emergency situations may authorise the administration of Calpol. This will only be the case for children whose parents/ carers have given written permission for this to happen. Staff will continue to try to contact the parent. In this case, Calpol will only be administered 4 hours after the child has been at nursery and NOT within this time to avoid possible overdose.
6. If Calpol is administered, the child must be collected **IMMEDIATELY** by a parent / carer or guardian, as it is the nursery's belief that if the child is unwell enough to be given the medication, then they are not well enough to be at the nursery and should be at home. If Calpol has been administered, the parent or carer must complete a medication record when the child is collected and it must be signed by the person who administered the medication.

It is the nursery's view that a child who is unwell enough to be given Calpol or medication should not be at nursery. We will not just administer Calpol to a child who is 'under the weather' or 'had a bit of a temperature last night'. Parents must take this into account and not bring in their own Calpol and ask us to administer it for such cases. It is a concern of the nursery that by administering Calpol we could be masking something more sinister.

We ask parents to be honest with us in stating if they gave their child Calpol that morning or through the previous night, as an overdose can be fatal.

Please note that if your child has a temperature after routine vaccinations that they are required to stay away from nursery for 24 hours after their temperature has subsided.

ACCIDENTS

We have a policy and procedure detailing how we deal with any accidents which occur at Chartam House Nursery. First Aid will be given if needed but no medicines will be administered without managerial, parental and/or medical staff's consent.

As a safeguarding precaution, we also document any noteworthy accidents which occur outside of Nursery.

- OFSTED will be informed if more than two cases of food poisoning affecting two or more children looked after on the premises occur.
- We will contact Public Health England to report any diseases or illnesses that staff or children have contracted that are listed as reportable i.e. measles, meningitis or e coli

CHARTAM HOUSE

Accident Policy and Recording Procedure

EYFS (2023)- 3.51-3.52: Providers must ensure there is a first aid box accessible at all times with appropriate content for use with children. Providers must keep a written record of accidents or injuries and first aid treatment and must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given. Registered providers must notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. Providers must notify local child protection agencies of any serious accident or injury to, or the death of, any child while in their care, and must act on any advice from those agencies.

At Chartam House Nursery we endeavour to safeguard the children's wellbeing at all times. Accidents do however occur and in the unfortunate event that a child or adult sustains an injury at Nursery, the following procedure will apply:

- The child or adult will be comforted in the aim to remain calm. The situation will be assessed and for any minor accidents, first aid will be applied. (Please see below for some guidance on First Aid)
- The Manager or most senior member of staff and the appointed First Aider must be told immediately.
- If the accident is considered serious by the senior member of staff and the Appointed First Aider they will call 999. This can be done from the office or downstairs line.
- If 999 are called, the child's parents or adult's next of kin must be informed immediately.
- Before the ambulance arrives the senior member of staff will decide who will accompany the child or adult to the hospital, **making sure that the child's records go with them.**
- Parents or next of kin should then be informed as to what hospital to go to.
- If the accident is not an emergency and the parents have agreed to collect the child and take him or her themselves to the hospital a member of staff with an up to date first aid certificate must stay with the child the whole time until parents arrive.
- Whoever dealt with the incident must complete an accident form as soon as possible (see recording procedure below)
- A risk assessment should be carried out by the Nursery Manager and any witnesses
- If it is an adult that has had the accident, the procedure would be the same as above apart from a next of kin should be contacted, not necessarily a parent.
- Depending on the severity of the accident then all relevant bodies must be informed including OFSTED, the Local Child Protection Agency and RIDDOR. This will include any action taken and will be done within 14 days of the serious accident, injury, illness or death.

This procedure will also be followed in events such as of febrile convulsions or severe allergic reactions.

We have a first aid box on each floor as well as in the kitchen, and the contents of these are checked at least every 6 months. All staff are provided with annual Paediatric First Aid training so there is a qualified, designated Paediatric First Aider present at all times. We carry out a First Aid risk assessment which is regularly reviewed.

The Nominated Paediatric First Aider is Jessica Burgess

Guidance on First Aid

Always follow the guidance given on first aid training. The general guidance on first aid is as follows:

Cuts and Abrasions:

- A trained member of staff is to consider if treatment is necessary
- A hypo-allergenic plaster will be used to dress the cut

Swallowing foreign bodies:

- Young children often put things in their mouths. Reassure and calm the child and contact the parents
- If the object is large or sharp then call 999
- If the child shows any sign of breathing difficulties contact 999

Choking:

- Put the child over knee and support with one hand with the child's head lower than the chest
- For a baby, place them along your forearm
- Apply 5 sharp blows with a flat hand between the shoulder blades
- If back blows fail use 5 abdominal thrusts (not for a baby) and repeat then call an ambulance
- Conduct CPR if necessary
-

Splinters or other foreign bodies in the skin:

- Staff should not attempt to remove these. A hypo-allergenic plaster can cover the affected area and parents are to be informed

Foreign object in the eye/ ear/ nose:

- Children are quite inquisitive and many sometimes place small objects in their eye, ear or nose.
- Eye > do not touch anything sticking to or embedded in the eyeball; gently separate the eyelids with your finger and thumb to examine the eye; if the object can be seen then try to wash it out with clean water; if the object is under the eyelid then grasp the lashes and pull the top lid over the lower lid. If covering the eye, place bandage over both eyes.
- Nose > Do not attempt to remove the object; Assure the child and ask them to breathe through their mouth; Contact the parent and make a plan to get the child to hospital
- Ear > Do not attempt to remove the object; If the object is small then flood the ear with tepid water to try to flood the object out; If unsuccessful contact the parent and make a plan to get the child to hospital

Fitting/ Convulsion:

- Remove any restricting clothes or bedclothes
- Ensure the area around the person is safe or provide padding to protect from injury
- If required, keep the head tilted back to keep the airways open
- Call an ambulance on 999

High temperature:

- If the child's temperature goes over 37.9 degrees Celsius, the parent will be contacted
- Remove any excess clothes and provide water to drink
- Administer temperature control medication in accordance with the medication policy

Vomiting/ Diarrhoea

- Comfort the child and monitor their progress
- Contact the parents; do not give the child anything to eat other than water
- Ensure staff members follow hygiene policy

Asthma:

- Reassure and calm the child and administer inhaler in accordance with the medication policy
- Call 999 and parents if symptoms do not lessen

Nosebleeds:

- Sit the child down and place their head in a forward position
- Ask the child to breathe through their mouth and pinch their nose
- With a gloved hand, catch any blood with tissues until the bleeding stops

Bumps on Head

In the unfortunate event that a child sustains a head injury at Chartam House, the following procedure will apply:

- The accident procedure will be followed where the child will be assessed by a member of staff and any wounds will be treated using appropriate first aid.
- The Manager or most senior member of staff and appointed First-Aider are informed immediately.
- The manager or most senior member will inform the parents either via call or email
- In the event of the bump being considered by the Manager or First-Aider as serious, the parents, and if necessary, an ambulance will be called, and the accident procedure will be followed.
- If the bump is not considered as serious, then a member of staff will be allocated to monitor the child for any changes in their symptoms, such as headache, nausea or dizziness or distressed behaviour etc, and further action will be taken if necessary.
- The child will be monitored for at least one hour before being allowed to sleep.

Accident Recording Procedure

In line with the Health and Safety policy, all incidents and accidents will be recorded accurately on an accident form.

Whoever dealt with the accident must fill in an accident record form as soon as possible, stating all details, an first aid given and any witnesses

This will be signed **by the Manager as soon as possible and the parents/guardians** when they collect their child and back to the Managers who will include it in their risk assessments. Parents may also be given a notice of symptoms to watch out for either via email or on the "Notice of bump to head" (see below).

The accident record folder is **kept in the office**. The accident book for serious injuries for adults is also kept in the Manager's office.

- The manager must be informed of all accidents immediately or soon as practicable
- The parent/carer must sign the accident form before leaving the building. If the parent has not signed the completed form then the manager should be informed so an email can be sent out to the parents notifying them of the accident and that a form is waiting to be signed.
- A copy of the form can be made available for parents to take home if required.

Accidents which occur outside of nursery which seem noteworthy will be documented on our 'Out of Nursery accident' form. This is noted on 'Out of nursery accident' record which are risk assessed and complies with safeguarding good practice.

Notice of bump to head

Dear Parent

Your child had an accident today and received a bump to the head. An accident form has been filled out for you to sign. Your child has been monitored by a trained member of staff and has been fine for the rest of the day, however, it is important that you watch for any signs or symptoms over the next 3-4 days which might indicate a more serious injury. If you notice any of the following, please contact your GP or local A&E for further advise:

- Vomiting more than once a day
- Any signs of blood or watery fluid coming from the nose or ears
- Any complaint of a headache
- Any fits/ convulsions
- Unusually sleepy/ drowsy or hard to wake up
- Any complaint of 'seeing double' or 'blurred eye-sight'
- Any changes in behaviour or generally appearing to be unwell

CHARTAM HOUSE

Health and Safety Policy

In compliance with the Health and Safety at Work Act 1974

EYFS (2023) - 3.55: Providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises. Providers must comply with requirements of health and safety legislation.

The Health and Safety at Work Act 1974 imposes certain obligations on an employer not only to take all such actions as are reasonable to safeguard the health and safety of their employees and people using the premises but also to show they are doing so, by producing adequate written policies and procedures. We have set these out in Chartam House Compliance Manual and regularly refer to the Health and Safety executive (HSE) website for further information and developments. The Nursery take its responsibilities under the Act around the health, safety and welfare of all employees extremely seriously. In order to fulfil our duties, the Nursery Owners and Management ensure they

- are available and engaged with staff, children and visitors on all matters relating to Health and Safety
- role model compliance to safety measures themselves and address any concerns or issues immediately
- carry out their responsibilities set out in this policy
- ensure that all staff are appropriately trained, briefed and informed of Health and Safety matters, so that risks and control measures are understood and implemented
- Ensure the highest standards of cleanliness
- Make sure risk assessments are carried out on a daily basis or as needed, with actions being followed up on promptly
- Ensure that the Public Liability Insurance is valid.

The management consider this matter of such importance that breach of Health and Safety procedures by staff constitutes misconduct and will be dealt with as a disciplinary matter. It is not possible to detail here all the Health and Safety matters that come up on a day to day basis so staff and management must constantly be mindful of their responsibilities individually and collectively for the safety of themselves, their colleagues the children and others entering the Nursery environment.

Responsibilities

Amy Shah has the overall responsibility for all health and safety issues. Responsibilities can be delegated for day to day tasks but at all times management needs to be kept informed of any health and safety matters that arise and these issues will still be their responsibility.

The Nursery's Health and Safety Officer is Jessica Burgess

Specific areas:

<u>Gas & Electricity:</u>	Adam Smith	<u>First Aid:</u>	Jessica Burgess
<u>Fire:</u>	Helen Withey	<u>COSHH:</u>	Jessica Burgess
<u>Maintenance:</u>	Jessica Burgess	<u>Activities:</u>	Jessica Burgess
<u>Garden:</u>	Room Leaders	<u>Daily room checks:</u>	Jessica Burgess
<u>Outings:</u>	Jessica Burgess	<u>Daily premises check:</u>	Jessica Burgess
<u>Kitchen:</u>	Mitchell Yeomans		

All staff, students, visitors and volunteers are required to:

- fully co-operate with Managers on all health and safety matters put in place and work in accordance with health and safety training provided at their induction
- not interfere with anything provided to safeguard their health and safety, or that of others
- take reasonable care of their own health and safety and that of their colleagues, children in their care and any visitors to The Nursery; and
- report all health and safety concerns to a Manager promptly and without delay

Parents are provided with a copy of this policy in their welcome pack and are directed to our website which contains a copy of numerous policies. Health and safety advice is available from the Nursery Manager.

Students are always supervised but still receive guidance and training in matters relating to Health and Safety. Staff are aware of the vulnerability of students and need to inform them of any issues that they feel are not being adhered to by the students.

Health and Safety issues are addressed in our daily routines and in the topics discussed with the children. They are encouraged to learn about keeping safe and healthy and we help them to identify risks and good practice.

Premises

We ensure that the premises are suitable to meet the needs of the children and the adults using it. We meet the requirements set out in regards to indoor space and the children have access to outdoor play areas, quiet

areas and appropriate toilet facilities. There is a private area available for staff and parents. We ensure that the nursery has adequate ventilation, lighting, and welfare facilities and that a comfortable temperature is maintained. The floors, doors and windows are kept in good condition as is the storage facilities. Appropriate safety signs are displayed and staff are aware of safety procedures such as cleaning up spillages.

Any pre-planned visits are noted in the diary and staff are informed. When a visitor arrives their identity will be checked, their details are recorded in the visitor's register and their visit is supervised and they are signed out when they leave.

If the visitor is unexpected then they will be asked to wait outside the front door for a manager's authorisation.

We have a number of other policies and procedures in relation to security, such the child collection policy, the emergency and fire procedure, the outings policy.

Risk Assessments

As required by The Management of Health and Safety at Work Act 1999, the Manager and Room Leaders undertake written risk assessments as relevant. Risk assessments are an on-going procedure and constantly under review. General risk assessments of each room take place on a daily basis with more specific risk assessments being undertaken as and when the managers feel necessary.

Any findings from Risk assessments are reported to the Manager who will take on the responsibility in seeing that action is implemented to remove, control or reduce the risks reported.

The Disability Discrimination Act 2005 requires by law that health and safety risk assessments are carried out when making arrangements for disabled children, staff or visitors. This will be the responsibility of the Manager.

Equipment/ Resources

All staff are provided with regular training on manual handling. They are aware of how to use resources appropriately and ask for assistance when required, such as when large or heavy items are delivered. Correct handling and use of equipment and resources is shared with the children who are encouraged to implement the same caution. A folder is kept in the filing cabinet which contains instruction manuals for equipment.

All equipment that is on the premises will be subject to thorough inspection for any defects through our risk assessment procedures. Maintenance will be undertaken on a regular basis and any equipment deemed dangerous will be removed until repaired or discarded. All new and second hand equipment will meet health and safety standards.

Risks from all substances hazardous to health will be assessed and recorded and minimized on a regular basis under the Control of Substances Hazardous to Health regulations 2002 (**COSHH**). All employees are notified of the COSHH assessment and are provided with training on using the products or supplied with appropriate Personal Protective Equipment (PPE). If PPE is supplied, the member of staff has the responsibility to use it and maintain it in good condition. The general guidance on using chemicals is to only use it if you have been trained in using it, understand how to use it safely, follow manufacturer's instructions and to use PPE. It is important to ensure the chemicals are stored safely in suitable, labelled containers away from any heat source and are not mixed together.

Accidents, First Aid and Ill Health

As described in our Accident policy, all accidents or near misses that happen during nursery hours and affect staff, children or visitors to the nursery must be recorded on an accident form – copies of which are kept in each room. At staff's professional discretion, accidents which occur outside of nursery which seem noteworthy will be documented on our 'Out of Nursery accident' form. This complies with safeguarding good practice. Designated staff are first aid trained and the Appointed First Aider is **Jessica Burgess**. There are first aid boxes on the ground floor and first floors of the house, as well as in the kitchen. The appointed First Aider is responsible for making sure that these are fully stocked at all times and staff are obliged to inform her if they use any item from the boxes.

In the event of a serious incident, the Manager will record and report the accidents, diseases or dangerous occurrences to the enforcing authority. The forms for this are located in the Safety and Suitability folder. The Reporting of Injuries, Diseases & Dangerous Occurrences regulations 1995 (**RIDDOR**) place legal duty on employers and people in control of work premises to report work related deaths, major injuries or over 7-day injuries, work related diseases and near miss accidents to the Incident Centre at the HSE. A full list of what should be reported is on the HSE website under 'what should I report'.

The nursery has a fully reviewed Medication policy and this makes clear the procedures for storing medication and how we deal with children who are unwell. If a child begins with the nursery who has complex health needs, medical advice will be sought as well as making a health care plan for the child in coordination with the parents.

Emergency Procedures- Fire and Evacuation

We have a Fire and Emergency policy and procedure and risk assessment in place. **Amy Shah** is responsible for ensuring the fire risk assessment is undertaken and implemented, that the escape routes are checked and kept free and that the fire extinguishers are checked and serviced on a regular basis. **Helen Withey** will test the fire alarm and emergency lighting system weekly and keep a full and up to date record of every check. She will also conduct an emergency evacuation every 3 months and a report will be written on each evacuation.

Important Contacts:

Health and Safety Executive (HSE)

0845 345 0055

www.hse.gov.uk

CHARTAM HOUSE

Food and Drink Policy

EYFS (2023) - 3.48-3.49: Where children are provided with meals, snacks and drinks, they must be healthy, balanced and nutritious. Before a child is admitted to the setting the provider must also obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements. Fresh drinking water must be available and accessible at all times. Providers must record and act on information from parents and carers about a child's dietary needs. There must be an area which is adequately equipped to provide healthy meals, snacks and drinks for children as necessary. There must be suitable facilities for the hygienic preparation of food for children, if necessary including suitable sterilisation equipment for babies' food. Providers must be confident that those responsible for preparing and handling food are competent to do so. In group provision, all staff involved in preparing and handling food must receive training in food hygiene. Registered providers must notify Ofsted of any food poisoning affecting two or more children cared for on the premises. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence.

Ethos

Food is such an important part of our days at Chartam House Nursery and a fundamental part of our LEARN WELL ethos. We offer a varied menu which includes dishes from around the world and plant-based meals. We regularly review our menu against the Children's Food Trust Guidelines for Early Years (<http://www.childrensfoodtrust.org.uk/>)

OUR PROMISE



Balanced menu full of wholegrains, high quality proteins, healthy fats and lots of fruit & veggies



Home made from scratch by the Chartam House chef



High quality ingredients including organic meat, eggs, yoghurt and milk .



Active reduction in products and ingredients containing artificial preservatives, and excess sugar and salt

How our menu works

We have three different menus throughout the year; one for each season. We communicate our new menus in January, May and September.

Each season is comprised of weekly menus which rotate through the weeks and across each day we ensure the children enjoy a tasty and healthy balance of wholegrains, proteins, fats and fruit & veg.

Our lunches also follow a 4 day rotation

- White meat (eg. chicken or turkey)
- Red meat (eg. beef or lamb)
- Plant based
- Fish

Most of our teas are also plant-based, except on the days where we have a vegetarian lunch. In this case, we will have either eggs or fish as part of our tea.

We don't believe in "hiding" or "sneaking in" vegetables so that the children eat them; instead we introduce a large variety of veggies to the children and we persevere with gentle encouragement.

We also strive to be inclusive and as a result, from time to time, we will have foods which may typically be associated with special dietary needs for the whole Nursery. For example, gluten-free muffins for all children at snack time.

We support parents with weaning and can provide appropriate guidance. Any foods, which are known to be high-risk foods, such as eggs or gluten, will only be given to the child once they have already been tried at home. We have a 'high risk foods' list which parents will sign before we include these in the children's meals.

Meal times at Chartam House

Meals are served at approximately the following times:

08:00- 08:30	Breakfast
10:00	Snack
11:45	Lunch

14:30 Milk
16:00 Tea

Please note that breakfast is cleared up at 8.30am promptly such that the classrooms can get on with their activities of the day. If you wish your child to eat breakfast with us, please ensure they are dropped off in good time.

Just like a family meal, we all sit together at meal times, both children and teachers. This is an important time to have a chat and also for the teachers to role model great eating habits. We will regularly chat about what we are eating and why eg. "to make us strong and give us energy".

The teachers also use mealtimes as an opportunity to re-inforce and practise good health and hygiene, such as from washing hands before and after meal times. From encouraging the children to serve themselves, to helping to set and clear the table, mealtimes are also a great opportunity to continue supporting the children's independence.

We also encourage the children to take part in regular cooking activities as we think it's so important the children explore and engage with different ingredients and play a part in preparing food for themselves.

Members of staff are not permitted to bring their own food or drink in to the rooms at any time. Any food brought on to the premises must comply with the Nursery's no nut policy and must be consumed in the staff room.

Safety

Chartam House follows the Code of Practice for Food Safety (General Food Hygiene) Regulations 1995. The aim of this is to identify, monitor and ensure effective control of critical points in relation to food safety. We also follow the EU Food Information for Consumers Regulation: Food Labelling Rules of December 2014

The implementation of effective safety and hygiene in the kitchen is the responsibility of the Nursery Chef.

Our kitchen is inspected by the local authority environmental health authority. At present we hold a **food hygiene rating score of 5 out of 5**.

The Room Leaders are responsible for overseeing food and drink safety in the rooms.

We do not allow parents to bring in any food or drink for the children to eat at Nursery, with the exception of formula, such that we can safely manage allergies within the Nursery.

Personal Hygiene

All members of staff will adhere to the following:

- Hands to be washed thoroughly before entering the kitchen, after touching high risk food or after using the bathroom
- Hair is to be pinned back and protective clothing (apron) to be worn when preparing food
- No jewellery should be worn. Finger nails should be kept short and clean
- Cuts will be covered using a blue plaster
- Coughing, sneezing, touching hair, face, nose or licking fingers is all unacceptable
- The entire nursery is smoke-free
- Any person with vomiting or diarrhoea will be excluded for 48 hours

Children are also taught to wash their hands before meals.

Kitchen Hygiene

Purchase

- Food produce will only be purchased from reputable suppliers
- All high-risk food will be transported in cool bags

- On receipt of food, all foods will be checked for quality. Tins of food will be checked for dents or damage and vegetables and fruit will be returned to supplier if they are not completely fresh
- The temperature of food will be checked before it is put in the fridge or freezer

Storage

- Food stored in the fridge and freezer will be kept at a safe temperature and recorded. The fridge will be maintained at 0°C to 8°C and the freezer at -18°C to -21°C
- Cooked food will be kept separate from raw food at all times
- Containers supplied by the Nursery used in the fridge and freezer and any opened produce will be suitably covered or sealed and labelled with the correct 'use by' date
- Stock will be used by the recommended dates and rotated efficiently

Preparation and Serving

- Hands will be washed before and after handling food
- We will endeavour to limit food exposure to room temperature during preparation
- All fresh produce will be washed appropriately
- Each type of food has its own coloured chopping board and knife and correct equipment will be used
- When cooking, all food will be cooked until the thickest part reaches at least 75°C
- All foods will be served as quickly as possible to avoid contamination

Any incidents of food poisoning affecting two or more children will be recorded and reported to Ofsted. A risk assessment will be conducted and the event will be investigated to prevent any further illness.

General Hygiene

A strict cleaning system is used in the kitchen and rooms throughout the day.

All surfaces will be cleaned and sterilised throughout the day using anti-bacterial spray and disposable paper towels. Dishes will be washed in hot soapy water and then sterilised in the dishwasher after which, they are air dried. The floors will be swept and mopped at the end of each day and as and when spillages occur.

Nut Policy

Chartam House is a nut-free zone.

Nuts are full of natural oils that leave residues. While these residues can be removed with common household cleaners, it can be difficult or impossible to clean tables in the middle of lunch, for example, or for staff to know to clean oils off tainted walls or doorknobs during the school day. So we are nut free to avoid cross-contamination.

There is the danger that allergic children may be led into a false sense of security, so we will continue to develop their understanding of their allergies, teach them how to avoid nuts and help them to be responsible for what goes into their own bodies.

Parents of children, who have historically suffered any anaphylactic reaction to any foods, need to fill out a special dietary requirements form and ensure we are kept up to date with any developments.

Any food provided for the children will not contain nuts. We cannot however, guarantee that food will be free from nut traces.

We ask parents to please refrain from bringing any products containing nuts in to the Nursery environment, such as chocolate boxes for staff.

If nuts are brought onto the premises:

The Manager or Deputy must to be informed immediately and the nut product will either be returned to parents, or disposed in the bins outside the premises.

Special Requirements

Chartam House caters for children with weaning needs and special dietary requirements, including allergies. We do not cater for preferences. These are recorded and a copy of which

will be kept in each room. All staff members will be made aware of these requirements and we endeavour to keep these records up to date by regularly discussing their needs with the child's parents/ carers. We do not cater for preferences.

It is the parent/ carer responsibility to ensure the Nursery Manager is updated in writing regarding any changes or requirements regarding their child's diet.

Special diet/requirements procedure

- Presenting an Allergy
Special diet forms are presented to the parent who indicates their child's allergy or special requirement. This information is passed onto the Manager who informs all staff verbally and adds the information to the special diets kitchen poster and each individual room's special diets board.
- Presenting the Food
Each child who has a dietary requirement has a Yellow bowl or plate indicating a requirement.
If the child is able to have the general meal and no allergens are present, they will be able to dish up themselves in the room, but will still use the Yellow bowl/ Plate.
If they cannot have the main meal, their food is pre-dished and labelled in the kitchen and then served in the yellow bowl or plate.
The chef informs staff receiving the food of the allergens present in the meals, and details of specific meals for children presenting allergies
- Serving Food
Parents receive the seasonal menu by the Manager which contains details of the meals to be served and the allergens present. A copy of this menu can be found in each room.
The Room leader has the responsibility to ensure that other staff are aware of allergens present in the meals
A child on a different meal will sit next to a member of staff and when the allergy is severe, after parent consent, the child will sit at a separate table with a member of staff.
When an allergen is part of the meal the child with severe allergies must be kept away of food spillages until the room is completed cleared of food.
- Keeping Information up to Date
Photos should be updated on an annual basis throughout all the rooms and on related documents.
It is the Parents responsibility to inform the Manager in writing if there are any changes to their child's requirements.

Drinks

At Chartam House we have water available for the children to access throughout the day and the staff encourage the children to drink. We do not offer juice or any other types of drinks. The children are offered organic whole pasteurised milk to drink and babies are offered formula or breast milk until parents inform us they wish to move on to cow's milk.

All formula milk is prepared according to manufacturer's instruction. Younger children are offered their milk or water in bottles or beakers and are encouraged to move on to cups when they are able to drink without spilling.

No hot drinks are allowed in the rooms for safety reasons.

Birthdays

For children's birthdays, parents are welcome to bring in non-food items to help their child celebrate, This could include party hats for example. We do not serve birthday cake at Nursery as we recognise not all parents wish for their children to eat cake on a regular basis, and we encourage this to be saved for birthday parties at home.

CHARTAM HOUSE

Parent Partnership Policy

EYFS (2023) – 2.2: Parents and/or carers should be kept up-to-date with their child's progress and development. Practitioners should address any learning and development needs in partnership with parents and/or carers

At Chartam House Nursery, believe that an open access policy is the best way of encouraging participation and involvement from parents/carers. We believe it is in the best interests of the child to share information about the child's care and development and the fun that they have each day at Nursery. Parents are children's first and most important educators who hold a wealth of knowledge about their child's individual learning needs, and to support this, we strive to work in partnership with parents to share our joint knowledge and expertise.

Our aims are to ensure that parents:

- are actively involved in their children's learning and development at nursery
- are supported in continuing their children's development at home
- have the opportunity to attend parents meetings where information on the nursery and curriculum are shared
- all feel welcomed, respected and valued
- are aware of the nursery's policies and procedures, including their rights to access information

Regular, frequent communication is a cornerstone of the way in which we run the Nursery and time is set aside for parents/carers to speak to staff. It is our policy to provide a regular feedback to the parent/carer on the progress of each child through regular conversations from the staff who are caring for the child on a daily basis, as well as more formal reports from the key person. We arrange formal telephone or face to face meetings throughout the year and also have a telephone line available for parents to contact their children's practitioners directly.

From when the children start at the Nursery, we endeavour to establish a strong relationship with the parents. During the child's settling in period, we offer settling in sessions in the rooms and have meetings with the parents to gain insight into their child's character and needs. We offer information on the way the EYFS is being delivered, what activities we set out and how each child's needs are accommodated. We gain information of the child, their family, their development and their needs.

Parents are kept informed of the planned learning intentions through verbal feedback and are encouraged to become involved in their children's learning experiences. Each parent will have access to their child's Tapestry account which provides snapshots of their child's experiences at Nursery. In addition, we use emails to share weekly updates and well as ad hoc information relating to all aspects of their child's time at Nursery.

We expect communication between the Nursery and parents to be mutually respectful and professional. We therefore expect parents/carers to maintain this and communicate their needs or concerns with respect and curtesy. Any unacceptable communication will be brought to the managers attention and may be escalated to the Area Director, **Cindy Knight**.

Developmental Records

In accordance with the EYFS, developmental records are kept on each child on our online system, Tapestry. Parents/carers can view the observations and are encouraged to add to them. Each child has developmental "Next Steps" set out and this is shared with the parents in developmental meetings to enable them to contribute to their child's learning journey and extend this at home.

Personal Records

Confidential files on each child are kept in the Nursery office. These include details of the child's home address, contact numbers etc. and forms regarding medication, accidents, special diets etc. These files also contain any information regarding any complaints made, incidents recorded etc. Parents/carers must make a written request to view personal files on their child. At all times, the Nursery will take into account Data Protection legislation.

Policies and Procedures

Parents/carers are welcome to view and discuss the Nursery's policies and procedures at any time. They are shared with parents frequently, including as part of the Nursery's Welcome Pack. These are in compliance with the EYFS, which governs the way in which we work. These documents are available both in soft and hard copy, and can be made for parents on request.

CHARTAM HOUSE

Equal Opportunities Policy including Special Needs (SENCO)

EYFS (2023) 3.68. Providers must have arrangements in place to support children with SEN or disabilities and providers are expected to identify a SENCO.

At Chartam House Nursery, we believe that all children have an equal right to be listened to, valued and are entitled to access nursery facilities. Nursery Practitioners ensure all children have the opportunity to develop and flourish in an environment that celebrates diversity and is fully inclusive. The Nursery is committed to ensuring that children and their families are treated fairly regardless of race, background, ability, age, religion or sexual orientation.

We Commit to:

- Promote a positive self-image in all children and respect their individuality, providing for all their individual needs to the best of our ability
- Ensure that equality of opportunity permeates the whole Nursery day, from planning through to delivery of everything we do
- When delivering activities and learning within the Nursery Curriculum, ensure a balanced provision of images in order to promote positive examples of gender diversity, ethnic origin, culture, religion and people with disabilities
- Include resource books, materials and equipment that are multicultural and non-sexist and that provide positive examples of all groups, including the disabled
- Ensure that the organisation of the Nursery is sensitive to the needs of all
- Develop a positive attitude to equal opportunity by all staff, parents, children and all who participate in Nursery life
- Commit to being an Equal Opportunities employer
- Challenge any inequalities that arise in practice, between the children or adults

We are careful to work in accordance with all relevant legislation, including the following Acts of Parliament and all subsequent amending regulations:

- Disability Discrimination Act (DDA) 2005
- Children Act 1989
- Children Act 2004
- Equality Act 2010 (Equal Pay Audits) Regulations 2014

The Manager's responsibilities include:

- Ensuring that all staff are aware of the policy and that they apply it fairly in all situations.
- Ensuring parents, students, temporary staff and visitors have access to the Equal Opportunities Policy and are actively encouraged to uphold its ethos.

The Room Leaders are responsible for ensuring that the principles of equal opportunities are promoted within the daily planning, activities and learning in each room. The owner/manager are responsible for ensuring that any incident which contravenes this policy is treated with due seriousness and is addressed effectively and sensitively.

Procedure and Implementation

Admissions

All applications for registration will be considered equally. Our admissions procedure as outlined in our Admissions Policy is fair, transparent and non-judgmental. We operate a first-come, first-served waiting list and registration procedure. During the admissions process, we ensure that we collect data from parents or guardians that includes information on the child's physical needs, diet, religious beliefs, special educational needs, language needs (if English is not the child's first language) and any other information that is pertinent to the child.

Access

In accordance with the Disabilities Discrimination Act 2005 and amending provisions, and with our SEND policy, we treat all children fairly, irrespective of any physical or learning disability. We continue to monitor the Nursery's physical environment, improving access wherever needed and possible, and

making reasonable adjustments as necessary. In developing our curriculum and weekly planning, we take into account children with learning disabilities, make provisions where necessary and ensure that no child is treated less favourably than any other.

Learning and Teaching (Children)

Children from a very young age learn about differing abilities, races and cultures including religion and languages and they will be capable of assigning different values to them. We have embedded the guidelines on British Values and the Prevent Duty Guidance (October 2023) and all of our staff are encouraged to develop their practices to encourage children in their care to develop positive attitudes towards differences of race, culture, language, religion, gender, ability, parental attitudes and changing family patterns. We help our children to learn that everyone has a right to be heard and treated with equal respect.

In implementing our core values of non-discriminatory behaviour and attitudes we ensure:

- every child's needs are included in the planning of activities and their development is appropriately supported
- that all children have equal access to the full range of educational and development opportunities provided by the Nursery;
- that gender, ability, race or culture will not affect children's access to learning opportunities, and learning opportunities will be different to meet every child's needs;
- that we remove any forms of discrimination, either direct or indirect that may form barriers to learning or the development of any child or group of children;
- that we ensure that racism in all its forms is challenged and that food, festivals, images, activities and play opportunities reflect the diversity of the Nursery and the wider community;
- that we challenge stereotypes in providing children with diverse examples of role models and provide opportunities for children to play with all equipment – for example, boys with dolls and buggies, and girls with train sets and cars.

We show a respectful awareness of all major events in the lives of our children and welcome the diversity of backgrounds they have. As part of such awareness, we aim to acknowledge all festivals which are celebrated by the children/families and staff in the Nursery, encouraging participation by parents and the wider community where possible.

The team at Chartam House Nursery encourage and promote every child:

- to feel valued and good about themselves;
- to ensure that all children are included at every opportunity and appropriate moment;
- to enable children to share their experience with each other and with staff;
- to provide activities to help children appreciate and value each other's similarities and differences.

Partnership with Parents

An important part of life at the Nursery is the relationship between the parents/ carers and our team. Communication with parents is vital in ensuring the ongoing wellbeing of the children and as such, all of our reports, feedback mechanisms and communication is accessible and appropriate, in order to ensure that all parents have the opportunity to participate in the dialogue. Working in partnership with them in order to meet the individual needs of children with additional developmental needs is essential and this supports the child's best interests.

Team

Chartam House Nursery is an equal opportunities employer. As outlined in our Recruitment policy, we adhere to recruitment and selection procedures that are fair, equal and in line with statutory obligations, and will always appoint the most suitable candidate using our best judgement for a post.

An equal opportunities approach is practiced and shared amongst all the staff at the Nursery, ensuring that everyone is treated with mutual respect and kindness. Guidelines such as these provide for a clear understanding of appropriate and acceptable behaviour, attitudes and ethos and thereby discourage inappropriate behaviour. Our policy recognises and celebrates difference so bringing understanding, confidence and respect to our Nursery setting. This positive behaviour and attitude creates a successful, safe and happy working environment for both children and staff.

All members of staff have equal access to training and development resources, time and courses. The skills of all staff are recognised and valued, and all members of staff are given status and support and are encouraged to share their knowledge. We are respectful of cultural, religious and other factors when determining the times and venues of staff meetings, staff training and group development.

Special Educational Needs and Disabilities

The appointed Special Educational Needs and Disabilities Coordinator (SENCO) is **Jessica Burgess**

The role of the SENDCO is as follows:

- To work in partnership with the parents/ carers
- To liaise and advise with other practitioners/ key workers
- To coordinate provisions for the children with special educational needs
- To oversee the records of children with special educational needs
- To ensure the preparation, implementation and review of Targeted Plans
- To lead the graduated approach of "Assess, Plan, Do, Review" (Code of Practice 2015: 5.38)
- To attend ongoing training
- To liaise with external agencies

We are aware that all children have individual needs and some children may have specific educational needs over and above the average. We believe there is a balance needed to ensure the best care for every child so we have a special educational needs and disabilities policy designed to reflect that philosophy.

All staff will be made aware of the children with special educational needs or disabilities in order to provide additional or differentiated support for each child's individual needs. Training will also be made available if management feels it is required.

The term Special Educational Needs has a legal definition:

"A child or young person with SEN if they have a learning difficulty or disability which calls for special educational provision to be made; has a significantly greater difficulty in learning than the majority of the others of the same age; and /or has disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age" (Code of Practice, 2015:5).

Local Offer

Any children, young people or families who require information about services available in their local area regarding Special Educational Needs can view the local authority's Local Offer website to gain advice and support.

Reviewing our inclusive practice

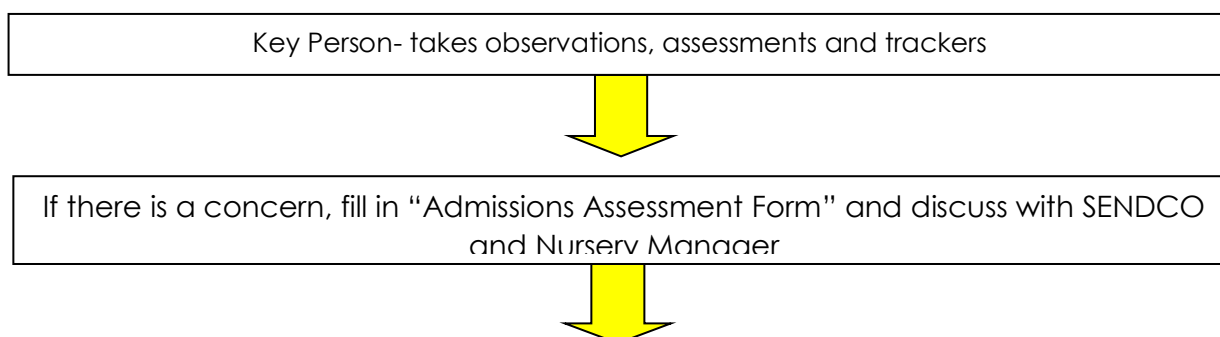
We review, monitor and evaluate the effectiveness of practice through daily evaluations in our planning, through regular staff meeting discussions and through audits on our provision.

Any changes in legislations and improvements are identified and integrated into our policies and procedures.

Complaints

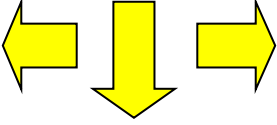
If there are any complaints about our provision for children with special educational needs or about an equal opportunities issue these should be addressed to the Nursery Manager or the SENCO. The Complaints procedures as outlined in our policy will be followed. If the issues cannot be resolved then advice can be sought by the Nursery Manager or Area Director.

Process for Identifying SEN



Arrange discussion with parents

Inform us if they are seeing anyone



Contact External Agencies

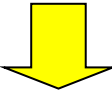
Outline adjustments we will make to support learning (Targeted Plan)



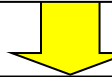
Outline expected impact with a clear date for review



Key Person carry out the plan



Discuss with all involved how effective the support has been.



Plan next steps with all currently involved and consider if any other specialists should be involved before the cycle begins again.

CHARTAM HOUSE

Behaviour Management Policy

EYFS (2023) - 3.53-3.54: Providers are responsible for managing children's behaviour in an appropriate way. Providers must not give or threaten corporal punishment to a child and must not use or threaten any punishment which could adversely affect a child's well-being. Providers must take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child, or by any person living or working in the premises where care is provided. Any early years provider who fails to meet these requirements commits an offence. A person will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. Providers must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable.

At Chartham House Nursery, we promote British Values throughout our nursery and we believe that positive behaviour is learned in an atmosphere of mutual respect, listening to each other and through clear behavioural guidelines for adults and children. The appointed Behaviour Co-ordinator (BECO) responsibilities include advising parents and colleagues, maintaining professional relationships with outside agencies and being able to access expert advice and support as required.

The BECO ensures that all parents are aware about expected behaviours at certain ages and what is considered normal and part of a child's natural development. The staff recognise and value each child and are encouraged to use positive language and behaviours. Staff are encouraged at all times to remember that it is the behaviour that is given a label, not the child.

Understanding and Dealing with Negative Behaviour

At Chartam House we deal with negative behaviour in an age-appropriate manner using constant communication and appropriate body language throughout. We make sure we communicate effectively with the parents throughout the issue.

Chartham House Nursery is a place where all must feel welcome and involved. Behaviour that hurts others, such as that below, will not be part of our environment.

We will not allow: bullying, hitting, punching, spitting, biting, pinching, pushing, negative body gestures, name calling, racist remarks, shouting, swearing, intimidation, lack of respect for people and property, invasion of privacy.

This applies to Children, Staff, Parents and all visitors to Chartham House Nursery.

No physical punishment or threat of corporal punishment will be used in Chartham House Nursery.

Corporal Punishment (smacking, slapping or shaking) is illegal in schools and nurseries and should not be used. It is permissible to take necessary physical action in an emergency to prevent personal injury either to the child, other children or an adult or serious damage to property'. The Children Act 1989

Physical Intervention

If absolutely necessary, physical restraint may be used to protect a child, children or an adult from immediate physical danger or death. The adult involved shall not be seen to have given the child corporal punishment but to have acted in the interests and welfare of the child.

On any occasion where physical intervention is used to manage a child's behaviour, a written record will be created (a form for this is kept in the Compliance Manual) and the parents/carer will be informed on the same day. Any written records will be kept confidentially in the child's file in the Nursery office and an ongoing assessment of the child will be made in collaboration with parents and staff. Parents may request access to any written records, with the Nursery ensuring at all times that the rights of third parties are protected under the General Data Protection legislation.

Where a child is behaving in a destructive manner, either to another child or adult, or to Nursery property or another child's property, a staff member will intervene in a calm manner to show that the action and its consequences are not acceptable. Staff will be encouraged to use diversion away from the bad behaviour toward something different and positive. It will be explained to the child that he/she would not like it if it happened to them or their toys. Then if it is appropriate the child will be asked to help the other child/children to put things back to where they were or make appropriate reparation which could include saying sorry, giving them a hug or showing us "gentle hands".

Dealing with Behavioural Problems

Where a child displays consistent behavioural problems and does not respond well to the usual forms of behavioural management, the Nursery will speak to the child's parent/carer thus working in partnership to help and support the child's needs. The child's behaviour will be monitored and recorded over time (using the Behaviour Incident Monitoring Form) a discussion will be had between the Key worker, the parents and the BECO and a Support Plan will be established and written up. This will be shared with the whole staff team to ensure consistency whilst dealing with the child.

If the Support Plan is unsuccessful after a period of time, recommendations from other support agencies will be sought. Other support professionals include the early year's support team, child psychologist, social worker, doctor, speech and language therapists etc. The Nursery will assist and support the parents/carer and child through their interactions with additional support professionals where appropriate and necessary. See The Equal Opportunities & Special Educational Needs and Disabilities Policies.

Attention-Seeking Behaviour

If we think a child's negative behaviour stems from craving attention, we will have discussions with the parents and BECO to come up with a plan to best support the child. We use a list of "99 ways to say Very Good" that helps the staff to be creative in their praise. We believe positive praise throughout the day will eventually teach the child to express positive behaviours to seek the attention they desire. For example "Great handwashing!", "Who tidied all these toys away perfectly?" Appreciate good behaviour whenever you can, however small and be specific.

Thinking Space

On some occasions, we will use Thinking Space with the children. This is to give them time to reflect on their negative behaviour but more importantly, provide space and time calm down.

Staff will stay with or sit with the child and are reminded though that it is the behaviour that is unacceptable and not the child. If appropriate, when they are calm, the child will be asked to repair their negative behaviour with an explanation, apologies and/or hugs. The child will not leave the room for this and will continue in their own room alongside, their peers and teachers. The only circumstance in which a child can be taken out of the room is if the child's behaviour puts themselves, another child or a staff member in harm's way. We cannot compromise ratios during this time.

Consistency between Home and Nursery

It is important that the teachers and parents work well in partnership. We encourage parents to book in meetings with us which can include talking about their child's behaviour. The Key Person or BECO can advise and support parents and if necessary, Behaviour Support Plans are written up so there can be consistency between home and nursery.

Biting

Biting is a fairly common behaviour amongst young children and is usually a temporary problem and the majority of children will learn not to bite in time. Biting is part of a normal stage of development for children who are teething and are still developing their language skills but is often very painful and frightening for the child who is bitten as well as for the child who bites. Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed, or intense desire for a toy. Repeated biting becomes a pattern of learned behaviour that is often hard to extinguish because it does achieve results: the desired toy, excitement, attention. Not all children bite out of anger or to hurt another child – young toddlers do not really understand how much pain they're causing.

We take biting seriously as we want to ensure that every child is safe whilst in our care and we provide an environment that encourages and promotes cooperative interaction, respect for others, and non-aggressive problem solving between the children. Our staff plan activities and supervise carefully in order for biting not to happen and are consistently clear, firm and calm when a child does bite.

We look intensively at the context and environment of each biting incident for pattern, in an effort to prevent further biting behaviour, we record this on a Behaviour Incident Monitoring Form. We make every effort to extinguish the behaviour quickly and ask that parents make us aware of any incidents of biting that have occurred outside of the setting as this will enable staff to be more prepared and vigilant. If a child persists with biting, the setting will make a plan to monitor and support the child on a Behaviour Support Plan form. They will be shadowed by a member of staff who will prioritise watching and supporting the biter without interfering in their free play. Through monitoring and recording incidents we may identify particular triggers for the behaviour. Understanding why a child bites is key to beating the problem. Using this information will inform possible intervention strategies. Within this plan we will regularly meet with the parent/carer of the biter to discuss underlying reasons and common strategies to ensure consistency between the home and nursery. Where necessary, permission will be sought from the parent/carer of the child to refer concerns and involve outside agencies and professionals.

Bullying

Bullying in any form, involving any member of the Chartham House Nursery team, adult or child, will not be tolerated. In the unlikely event that bullying does occur, we will deal with it in a discreet and appropriate way.

Children

If bullying does occur involving a child, we will deal with it first by trying to understand why this behaviour has started at such a young age. We will talk carefully to the child and use any resources that we have available, asking for advice from the Early Years support team if need be. We will always ask for a discreet meeting with the parents/carers and a joint decision with staff will be made as how best to move forward with the situation.

Any child, or parent who feels their child is being bullied, will be fully supported and listened to in a prompt, efficient and open manner. We will treat all allegations of bullying very seriously and will act promptly to deal with the situation.

Staff

Allegations of bullying amongst staff will be dealt with severely. The Managers will arrange time so that all parties can put forward their side of the stories and then the situation will be dealt with. Proven bullying of any sort will lead to disciplinary action, under the staff member's employment contract.

CHARTAM HOUSE

Information, Records and General Data Protection Regulation/ Confidentiality Policy

EYFS (2023) - 3.69-3.72: Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. Providers must enable a regular two-way flow of information with parents and/or carers, and between providers, if a child is attending more than one setting. If requested, providers should incorporate parents' and/or carers comments into children's records. Records must be easily accessible and available. Confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them. Providers must be aware of their responsibilities under the Data Protection Legislation and where relevant the Freedom of Information Act 2000. Providers must ensure that all staff understand the need to protect the privacy of the children in their care as well the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality. Parents and/or carers must be given access to all records about their child, provided that no relevant exemptions apply to their disclosure under the DPA. Records relating to individual children must be retained for a reasonable time after they have left the provision.

Chartam House Nursery opened in March 2023. It is owned by **Ms Amy Shah and Mr Adam Smith** and run at 16 College Avenue, Maidenhead SL6 6AX. It is registered to take up to 42 children per day.

Appointed Persons

The EYFS requires that the facility has an appointed registered individual who has overall responsibility for Chartam House Nursery. The Nominated Individual for Chartam House Nursery who has been approved by the appropriate authorities is **Ms Amy Shah**. This person has been assessed as competent and capable of ensuring that Chartam House complies with all aspects of the EYFS. **The Manager in charge is Jessica Burgess**, and the Deputy Manager is **Helen Withey**. They are supported by the Area Director, **Cindy Knight**.

The Ofsted Setting Reference is 2695370.

The EYFS requires that the Nursery Manager, **Jessica Burgess** makes suitable arrangements to see that all staff, students and volunteers who are involved with the provision of care at Chartam House Nursery meet the required standards and qualifications and are not disqualified from working in a childcare environment. The welfare requirements are to ensure the learning and development of the children, safeguarding and promotion of children's welfare, suitable people, premises, environment and equipment, organisation and documentation. The way that this is done at Chartam House is illustrated throughout the policies in the compliance manual.

Setting Arrangements

Chartam House is divided into 2 classes based on single and mixed aged groups. The ground floor is home to the Babies – 2 ½ year olds, with a maximum of 16 children, The first floor is home to 2 ½ year olds – 5 year olds, with a maximum of 26 children.

The Children Act and the EYFS lays down minimum staff: child ratio, which we comply with at all times. Children are usually within sight and hearing of the staff and always within sight or hearing.

Each floor has a Room Leader, who is responsible for the overall welfare of the children in that group. When they are not in attendance they are responsible in conjunction with the management for ensuring a deputy is appointed to act in their place.

Information and Record Keeping

The EYFS sets out requirements in respect to record keeping and staffing. Parents, children and staff have a right to expect that Chartam House Nursery will hold information about them in confidence. Confidentiality is central to trust between parents and nursery staff. Handling of confidential personal information must:

- Comply with all the requirements of the **data protection law, the General Data Protection Regulation (GDPR)** which came into force on 25 May 2018
- Promote, support and protect the privacy, dignity and rights of nursery service-users
- Command the support of service-users, the public, staff, students, volunteers and partner services
- Promote the care and the welfare of children and families and the effective operation of the nursery

Chartam House Day Nursery Ltd is registered with the Information Commissioner's Office (ICO). **The Nursery's Data Protection Officer is Jessica Burgess.**

General principles of the GDPR

1. Fair and Lawful
2. Purposes
3. Adequacy
4. Accuracy
5. Retention
6. Rights

At Chartam House Nursery, we will only ask you for personal data that we have a lawful basis for holding, and this is recorded in our Information Asset Register. In all cases, Management and staff must restrict the amount and type of information requested to what is necessary in the particular circumstances.

The GDPR provides the following rights for all individuals. Please make a written request to the Nursery Manager (who is also our designated Data Protection Officer) should you wish to exercise any of these rights at any time.

- The right to be informed
- The right of access
- The right to rectification
- The right to erase
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision-making and profiling

Children's Information and Records

The Nursery records information about children in order to fulfil our legal obligations and keep children safe whilst in our care. Records of key personal information (name, date of birth, home address & parent contact details), attendance and accident, incident, medication records and complaints will be kept securely for seven years. Records of serious incidents will be maintained for 21 years.

Children's developmental records are maintained by their allocated Key Person. Their responsibility includes meeting the children's individual needs, supporting their sense of belonging to the setting and maintaining a close relationship with the parents. These records will be passed to parents/carers on leaving Chartam House.

Any information which is not required once a child has left Chartam House will be removed, for example by shredding or deleting. This could include forms regarding medication, special diets and outings permissions.

All personal records are held securely on the Nursery premises and are available and accessible to those who have the right or professional need to see them (in compliance with the GPDR 2018). The Nursery will seek parental consent to share records and information with third parties, if this is deemed in the best interest of the child.

A full database of the information held by the Nursery is recorded in our setting's **Information Asset Register**.

Policies and Procedures

Parents/Carers are welcome to view the Nursery's policies and procedures at any time. These are in compliance with the EYFS, which governs the way in which we work. Copies of our policies and procedures can be made available for parents on written request to the Nursery Manager. Where possible, policies will be translated to accommodate individual needs.

Confidentiality at Chartam House Nursery

At Chartam House, we keep data and information secure in the following ways:

- Personal, Sensitive and other Confidential records are kept in a locked filing cabinet in the Manager's office
- Parents have access to files and records of their own children, but not to those of any other child, and also have rights as defined by the GDPR
- We will not hold personal or sensitive information for any longer than is required, and have secure methods of disposal. Our retention schedule and disposal methods are recorded in our Information Asset register, which is reviewed at least annually by Nursery Management
- All staff, students and volunteers have been made aware of GPDR and the Nursery's Confidentiality Policy as part of their Induction. This is refreshed at least every 2 years, to ensure everyone is clear on their obligations to maintain privacy and confidentiality
- Management and staff must control access to personal information on a strict need-to-know basis when sharing information with other staff and external other agencies. This extends also to issues regarding employment, whether that is paid or unpaid.
- Staff do not discuss personal information given by parents/ carers with other members of staff, except where it affects planning for the child's needs
- Staff must always be able to justify decisions about information sharing or disclosure in accordance with this policy.
- Any anxieties/ evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key person or Nursery Management
- We respect the right for personal information not to be shared, unless in exceptional circumstances (as defined below)
- Information supplied for one purpose shall not be used for any other
- Management and staff must always consider whether information can be shared in anonymised form
- Under no circumstances are staff allowed to take children, parents and personal staff data away from the nursery, or access it for personal use.
- Our data processors have demonstrated their compliance of GPDR

Exceptional circumstances in which information may be disclosed without consent

Disclosure of personal information without consent may be justified where failure to do so may expose a child or others to risk of serious harm. Staff should always make every effort to gain consent but the health and the safety of the individual has priority over the right to confidentiality. Exceptional circumstances include:

- Safeguarding children concerns
- The prevention, detection or prosecution of crime

Keeping information safe

- Staff must make sure that they protect personal information about children, parents and staff against improper use at all times
- Inappropriate use of personal information is often unintentional. Staff must not discuss identifiable children, families or other staff in circumstances that do not come within the normal limits or exceptional circumstances described earlier.
- Staff must not leave material containing personal data, either on paper or computer screen where it can be seen by unauthorised staff or other visitors to the office or nursery.

- Staff must keep all portable records containing personal data in recognised filing and storage places. This storage should be locked at times when access is not directly controlled or supervised
- Staff should switch off computers with access to personal information, or put them into a password-protected mode, when not working on them
- From time to time, staff may need to keep personal identifiable data in places other than the recognised filing and storage places. Staff must keep all such material under the same secure conditions as other personal information.
- When records containing personal information are no longer needed, any paper copies must be confidentially disposed of, for example by shredding, to maintain the confidentiality of the information they contain
- All computers, laptops and the Manager's mobile phone are password protected
- The Data Protection Officer is responsible for managing and resolve any personal data breaches

Breach of Personal Data

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This includes breaches that are the result of both accidental and deliberate causes. It also means that a breach is more than just about losing personal data

In the event of a suspected breach of personal data, the Data Protection Officer, **Jessica Burgess**, must be notified immediately. She will document the breach, identify the likely impact, determine measures which need to be taken and notify relevant parties. If necessary, she will notify the ICO, no later than 72 hours after becoming aware of the breach.

If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal.

CHARTAM HOUSE

Privacy Notice: How we use children's information

At Chartam House Nursery, we take our privacy responsibilities seriously and as such we will only use your personal information to manage our responsibilities towards your child.

The categories of children's information that we collect, hold and share include:

- Personal information (such as name, address, date of birth, gender, parent and emergency contact details)
- Characteristics (such as ethnicity, language, nationality, country of birth and funded hours eligibility)
- Sensitive information (such as assessment information, relevant medical information, special educational needs information, accident and incident records and special dietary and other requirement records)
- Attendance information (such as sessions attended, number of absences and reasons for absence)

Why we collect and use this information

We use the children's data:

- to support children's learning
- to monitor and report on children's progress
- to provide appropriate pastoral care
- to assess the quality of our services

- to comply with the law regarding data sharing

Collecting children's information

Whilst the majority of children's information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain pupil information to us or if you have a choice in this.

The lawful basis on which we use this information

The lawful basis we have for collecting and using children's information for general purposes, based on Article 6 from the GDPR May 2018, is legal obligation, consent and legitimate interest. Where data processed is special category data, the lawful basis for processing, based on Article 9 from the GDPR May 2018, is "necessary to protect the vital interests of the data subject or of another natural person where the data person is physically or legally incapable of giving consent.

Storing children's data

Records of key personal information (name, date of birth, home address & parent contact details), attendance records, accident and incident records and complaints made to Ofsted will be kept securely for seven years. Records of serious accidents and incidents will be maintained for 21 years.

Children's developmental records will be passed to parents/carers on leaving Chartam House.

Any information which is not required once a child has left Chartam House will be removed, for example by shredding or deleting. This could include forms regarding medication requirements, special diets and outings permissions.

Who we share children's information with

- other settings a child may attend
- schools that the child attends after leaving us
- our local authority
- the Department for Education (DfE)
- the child's health visitor as part of the 2 year old integrated check
- external agencies in the case of referrals, such as speech & language, occupational therapist

Why we share children's information

We do not share information about our pupils with anyone without consent unless the law and our policies allow us to do so.

We share pupils' data with the Department for Education (DfE) and Ofsted on a statutory basis.

Data collection requirements:

To find out more about the data collection requirements placed on us by the Department for Education (for example; via the school census) go to <https://www.gov.uk/education/data-collection-and-censuses-for-schools>.

Requesting access to your personal data

Under data protection legislation, parents have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, please provide a written request to the Nursery Manager, who is also our Data Protection Officer. The Manager will arrange a meeting within 10 working days of receiving the request.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

Contact

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with the Nursery Manager in the first instance.

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

If you would like to discuss anything in this privacy notice, please contact:

Jessica Burgess – Nursery Manager and Data Protection Officer
manager@chartamhousenursery.co.uk

CHARTAM HOUSE

Tapestry Policy

At Chartam House Nursery, we use a secure online system called 'Tapestry' to record children's learning and development in their own personal Learning Journal. This is a safe system using personal, password protected logins and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, family and friends at home and also post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen parent partnerships.

Children have allocated Key Persons who monitor and assess their learning and development. They record and input observations into the Tapestry system, and link it to the Early Years Foundation Stage

(EYFS) curriculum and use these to assess children's development and plan next steps. The journals are moderated by a senior member of staff before being added to the child's Learning Journey.

Tapestry is not used as a general communication tool between Nursery and home.

Parents

Parents logging in to the system can only access their own child's Learning Journey. Parents are encouraged to add new observations and photo's, and add comments to or 'like' existing observations. They do not have the necessary permission to edit existing content. Parents are asked to sign a consent form giving permission for their child's image to appear in other children's Learning Journeys, and to protect images of other children that may appear in any photos contained in their child's Learning Journey. If parents withhold this consent their child is only ever photographed alone and no shared observations are made including that child.

For parents without access to the internet, we will print all the information from Tapestry and collate it into a paper Learning Journey. This will be kept securely in the setting and will be available to take home once the child leaves Chartam House Nursery.

Safety and security

- Each staff member has a secure login, which is pin protected
- Staff use tablets to take the photographs for observations, which are be uploaded to the journals. The photos are then deleted from the tablet
- Staff are unable to log in on any other devices away from the setting as a Manager is required to log in first followed by the staff using their pin.
- If any member of staff suspects that login details have been compromised in any way, they must inform the Manager and new login details will be created
- Staff are to comply with the Information, Records and Confidentiality policies at all times.
- The tablets are kept in a locked cabinet in the office overnight and may not be taken home by staff members under any circumstances
- Students and volunteers will not access any child's learning journal
- When staff leave their position at Chartam House, their access will be deleted by the Manager

Tablets (as in our ICT policy)

The Nursery tablets are used inside nursery classrooms rooms and in the outside areas and may on occasion be used on outings. Photographs and videos taken with the tablets may be used for displays within the nursery and for observations. Nursery Tablets are used by staff for the EYFS (Tapestry) to record children's activities, development stages and achievements through written and photo observations. Children can use the tablets with very close supervision from staff to look through their learning and be involved in planning their next steps. Tablets must only be used for internet access for the Tapestry app and may only be used for educational learning purposes for children in line with our ICT and internet policy.

Data storage

In line with GDPR, the Tapestry on-line Learning Journey system is hosted on secure dedicated servers based in the UK. All data held on our Tapestry account is owned by Chartam House and we are registered controllers of data with the Information Commissioner's Office and are bound by the General Data Protection Regulation 2018.

When children leave the setting, we will either transfer the account to the new setting if they are using Tapestry, ask parents to download a copy or we will email a PDF to the parents. Written consent from parents will be sought by the Manager before information is shared with another setting. The child's information, and their Learning Journey will be permanently deleted from our Tapestry account so no data on that child will remain with us once they have left.

CHARTAM HOUSE NURSERY

Transition Policy

EYFS (2023) 1.16 & 3.27 – Each child must be assigned a key person. Providers must inform parents and/or carers of the name of the key person, and explain their role, when a child starts attending a setting. The key person must help ensure that every child's learning and care is tailored to meet their individual needs. The key person must seek to engage and support parents

and/or carers in guiding their child's development at home. They should also help families engage with more specialist support if appropriate. Their role is to help ensure that every child's care is tailored to meet their individual needs to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

At Chartam House Nursery, we endeavour to ensure a smooth and seamless transition for all of the children that attend. We strive to provide a positive experience of transitions for our children, which will not hinder their wellbeing, learning and/or development. We understand that each child is unique and that each child will experience a different transitional process.

Our aims are:

- To create a positive environment in the nursery for each child
- To listen to the voice of the child
- To ensure that each child's needs and interests are being met during their transition
- To work collaboratively with parents and carers to ensure a smooth transition
- To take into account each child's transitional process
- To be aware of any changes in the child's behaviour throughout their transitional process
- To ensure that staff members work collaboratively and communicate with each other

Procedures

At Chartam House Nursery, we work to create a smooth transition in joining the Nursery by:

- Inviting the parents for a meeting with a practitioner from their child's new room to discuss the child's interests, needs, background and dietary requirements and to complete all necessary paperwork, including an 'All about me' form.
- Inviting the child and parent/carer for a settling in session at an appropriate time. The parent/carer will be given the option to leave the premises, depending on how comfortable the child is at Nursery. The session lasts for one hour or more, depending on the child. If the child does not feel comfortable after the first settling in session, another session will be scheduled.
- Allocating the child to a key person on the first day for the purposes of observation and assessment only. The final key person will be decided after the first 4-6 weeks of a child's time with us and be determined by whom the child and parents bond best with, as well as workload of Key Persons.
- Supported closely in their transition by the member of staff whom they form an attachment to
- Ensuring that the practitioners communicate effectively with parents/carers during the transitional period by giving regular feedback at the end of the child's day. We also provide feedback over the phone or e-mail throughout the day in order to satisfy the parent's needs.
- Any transitions are discussed between the Manager and relevant staff in advance

Classroom Transitions

At Chartam House, we recognise the importance of supporting children through their room transition between the Explorers and Adventurers.

The Manager and Practitioners at Chartam House ensure that they communicate with each other when they feel it is the appropriate time for the children to move to the next room and share any relevant information.

We then speak with the parents and send an email to confirm transition dates and when they will be moved to the next room, as well as whom their new key person will be.

A meeting/ phone call is set up with between the parents and the new key person to discuss the child's development and a new 'All about me' form is completed.

The child's current key person will discuss the child's needs and learning journey with their new key Person and if required, to begin with, the child's previous key person will spend time with the child in their new room until we feel they are happy to be in the new room and have familiarised themselves with their new environment and routine.

Exiting Transitions

The Nursery recognises the importance of supporting pre-school children who are preparing to attend reception class at their new big school. We are in contact with the schools that the children will be moving onto, helping them with school reports or if they would like to visit us. At Chartam House, we celebrate school-readiness with each child individually by focusing on a specific big school topic in the Summer before they move to Big School. Throughout the topic practitioners use effective communication skills and language in order to broaden the children's knowledge about their next step and to take pride in their achievement. For children who move on, either for reception or to another nursery, we aim to share their learning journals through Tapestry. This will be done with parents' consent.

Outings and off-site visits policy

EYFS (2023) 3.66 – 3.67: Children must be kept safe while on outings. Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards. The assessment must include consideration of adult to child ratios. The risk assessment does not necessarily need to be in writing; this is for providers to judge. Vehicles in which children are being transported, and the driver of those vehicles, must be adequately insured.

We believe that well planned and executed visits provide our children with valuable experiences which enhance their learning at nursery. Providing a variety of 'real-life' opportunities for our children enables them to build Cultural Capital and achieve a fuller understanding of the world around them through direct experience.

The following guidelines support the planning and implementation of visits organised at Chartam House Nursery.

Outing Ratios

As general guidelines, the ratio of adults to children set out in the EYFS statutory guidance will be followed. Regardless of these suggested ratios, each visit will be assessed individually through our risk assessment procedure for off-site visits. Where deemed appropriate in the best interests of the children's safety and well-being, the Manager will exceed the ratios set out in the EYFS guidance.

- 3 – 4 year olds 1 staff member to 8 children
- 2 – 3 year olds 1 staff member to 4 children
- 3m – 2 year olds 1 staff member to 3 children
- In all cases there must be 1 additional person for emergencies & road safety
- Parent chaperones may be used, and if this is the case then, parents of other children attending the outing will need to sign a consent form allowing their child to be supervised by another parent
- Students cannot be counted in ratios
- The Manager and/or Deputy will always accompany bigger "non-local" outings

Manager Responsibilities

The Manager will ensure that:

- i) The staff accompanying the visit are suitably prepared and qualified**
 - the Group Leader has experience in supervising and controlling the age groups going on the visit and will organise the group effectively
 - the Group Leader has relevant skills, qualifications and experience if acting as an instructor, and knows the location of the activity;
 - a risk assessment is completed by the Group Leader, agreed by the Manager and that it is safe to make the visit
 - arrangements have been made for any medical needs, special educational needs and dietary needs of all the children
 - the outings bag has been checked for first aid and up to date contact details of all parents
- ii) Parents have been appropriately informed and given consent for their child to attend**
 - parents have signed consent forms to go on the outing, and for their child to be accompanied by another parent chaperone (if appropriate)
 - full details of the outing, including travel times have been communicated
- iii) Appropriate travel arrangements have been made**
 - the mode of travel is appropriate and safe
 - travel times out and back are known;
 - there is adequate and relevant insurance cover
 - if using a motor vehicle, that the vehicle complies with legal seatbelt requirements
 - if using a motor vehicle, the driver is DBS checked

Outing Leader

The Outing Leader is responsible overall for the supervision and conduct of the visit. They should:

- appoint a deputy;
- be able to control and lead children of the relevant age range;
- carry at least one mobile for the group. This is to be used for emergencies only and never for personal uses. The phone policy is to be followed at all times, especially noting no photos of the children to be taken. Phones to be placed back in the staff box on return to nursery. Any breach of policy may lead to disciplinary action.
- be suitably qualified if instructing an activity and be conversant in the good practice for that activity if not;
- undertake and complete the planning and preparation of the visit including the briefing of staff and parents;
- undertake and complete a comprehensive risk assessment;
- have regard to the health and safety of the group at all times;
- know all the children proposed for the visit to assess their suitability;
- observe the guidance set out for staff and other adults below;
- ensure all staff on the trip are aware of procedures regarding missing children
- complete an 'Outings Check List'
- Whatever the length and nature of the visit, regular head counting of children should take place. The Group Leader should establish rendezvous points and tell children what to do if they become separated from the party.

Other staff and adults involved in a visit

Staff and other adults on the visit must:

- prioritise the health and safety of everyone in the group;
- care for each individual pupil as any reasonable parent would;
- follow the instructions of the leader and help with control and discipline.
- stay with the group and not take children away from the group at ANY POINT. Failure to comply will result in disciplinary action
- All adult supervisors must understand their roles and responsibilities at all times. In particular, all supervisors should be aware of any children who may require closer supervision, such as those with special needs or those with behavioural difficulties.

Parent Chaperones

- if parents are able to join, they are not counted in ratio
- parents do not need a DBS as they are not used in ratio or are left unattended with children
- parents may only use their mobiles if discussed with the trip/outings leader. Parents must not under any circumstances use their mobiles to record images or videos of the children, including their own, while on a school trip.
- Any parents attending the visit or helping to chaperone will be briefed by the Group Leader of which children they are walking/ travelling with but is in no way responsible for the children overall. They must listen to instructions regarding how to keep the children safe and conduct required during the visit.

Responsibilities of children

The Group Leader should make it clear to children that they must:

- not take unnecessary risks;
- follow the instructions of the leader and other adults;
- behave sensibly and responsibly;
- look out for anything that might hurt or threaten anyone in the group and tell the Group Leader about it;

Any children whose behaviour may be considered to be a danger to themselves or to the group may be stopped from going on the visit.

Parents

Parents must:

- provide the Group Leader with emergency contact number(s);
- sign the consent form to allow their child to participate in the outing and also for another parent to chaperone their child in the correct child to adult ratio
- give the Group Leader relevant information about their child's health which might be relevant to the visit.

Planning off-site visits

Whether the visit is to a local park, museum or includes a journey, it is essential that careful planning takes place. This involves considering the dangers and difficulties which may arise and making plans to avoid them.

In practice, the detailed planning is delegated to the Group Leader, but the Manager must be satisfied that the person planning the visit is qualified to do so and has the necessary experience. The Group Leader must agree all plans with the Manager.

Risk Assessment

A risk assessment will always be carried out before setting off on a visit. The risk assessment will decide the adult: child ratio for each visit. The risk assessment should also include the following considerations:

- what are the risks?
- who is affected by them?
- what safety measures need to be in place to reduce risks to an acceptable level?
- can the Group Leader guarantee that these safety measures will be provided?
- what steps will be taken in an emergency?

The Group Leader and other supervisors will continually reassess the risks throughout the visit and take appropriate action if children are in danger.

The Group Leader should take the following factors into consideration when assessing the risks:

- the type of activity and the level at which it is being undertaken;
- the location;
- the competence, experience and qualifications of supervisory staff;
- the children's ages, understanding, health and temperament;
- children with special educational or medical needs;
- the quality and suitability of any equipment;
- seasonal conditions, weather and timing.

Exploratory visit

Wherever possible the Group Leader will undertake an exploratory visit to:

- ensure that the venue is suitable to meet the aims and objectives of the visit;
- assess potential areas and levels of risk;
- ensure that the venue can cater for the needs of the staff and children in the group;
- ensure that the Group Leader is familiar with the area before taking a party of children.

If it is not feasible to carry out an exploratory visit, a minimum measure should be to contact the venue, seeking assurances about the venue's appropriateness for the visiting group.

First Aid

First Aid provision will be considered when assessing the risks of the visit. For all visits, we will have at least one trained first-aider in the group. The Group Leader should have a working knowledge of first aid and all adults in the group should know how to contact emergency services.

The minimum first-aid provision is:

- a suitably stocked first-aid kit;
- any medication placed in a bag and worn by the first aider;
- a person appointed to be in charge of first-aid arrangements.

Transport and children

On occasion, the Nursery will use an outsourced minibus company, who provide a fully insured and DBS checked driver and vehicle appropriate for transporting children. Children using transport on a visit will be made aware of basic safety rules including:

- do not rush towards the transport when it arrives;
- wear your seatbelt and stay seated while travelling on transport;
- never attempt to get on or off the moving transport;

- never run about while transport is moving or pass someone on steps or stairs;
- never kneel or stand on seats or otherwise impede the driver's vision
- never distract or disturb the driver;
- stay clear of automatic doors / manual doors after boarding or leaving the transport;
- after leaving the vehicle, always wait for it to move off before crossing the road;
- if you have to cross roads to get to the transport always use the Green Cross Code
- if you feel unwell while travelling, tell a member of staff.

Children with special educational and medical needs

We will not exclude children with special educational or medical needs from school visits. Every effort will be made to accommodate them whilst maintaining the safety of everyone on the visit. Special attention will be given to appropriate supervision ratios and additional safety measures may need to be addressed at the planning stage.

Communicating with Parents / Guardians

Parents need to be aware that the staff on the visit will be acting in their place – 'in loco parentis' – and will be exercising the same care that a prudent parent would. The following information on matters that might affect children's health and safety is useful to parents, and will be included in letters to parents / guardians prior to a visit:

- dates of the visit
- times of departure and return
- mode(s) of travel including the name of any travel company
- names of leader, or other staff and of other accompanying adults
- visit's objectives
- details of the activities planned and of how the assessed risks will be managed
- clothing and equipment to be taken
- money to be taken
- the information to be given by parents and what they will be asked to consent to

Parental consent

Chartam House will seek general consent from parents for local visits lasting a few hours or less. This consent will be sought when the child starts nursery. Specific consent will be sought for all day visits and visits involving transport. If parents prefer for their child not to attend an outing, every effort will be made to accommodate the child at Nursery instead. However, if this is not possible, then parents will need to make alternative arrangements for childcare and no refund on fees will be provided.

Risk assessment forms to be used are kept in the office and completed forms will be kept on record for 6 months.

CHARTAM HOUSE

Messy Play and Risky Play Policy

EYFS (2023) 1.6: Expressive arts and design involves the development of children's artistic and cultural awareness supports their imagination and creativity. It is important that children have regular opportunities to engage with the arts, enabling them to explore and play with a wide range of media and materials. The quality and variety of what children see, hear and participate in is crucial for developing their understanding, self-expression, vocabulary and ability to communicate through the arts. The frequency, repetition and depth of their experiences are fundamental to their progress in interpreting and appreciating what they hear, respond to and observe.

At Chartam House Nursery we are committed to supporting the importance of play, both indoors and outdoors, and embrace age appropriate risk taking and messy play.

All children are actively encouraged to have a curiosity approach to learning and to participate in "Messy Play" activities. We ensure these activities are age appropriate and are linked to the Early Years Foundation Stage and our curriculum, which actively promotes their creative and sensory development. Messy play encourages children to become little scientists, learning about the properties of different materials as they play with them. Children learn to explore and experiment using all their senses. They can feel, smell, touch and mix to see what happens next, developing hand/eye coordination and fine motor skills all while having fun as they learn. Practitioners are to encourage children to experience spontaneous awe and wonder activities such as snowfall.

Messy Play activities are always carefully organised and materials used are thoroughly inspected to ensure the safety and well-being of the children.

- We always check for allergies and dietary requirements before engaging in messy play with food
- We have a messy play risk assessment which guides activities in the classroom

The Manager is responsible for checking all items used for messy play. Items which have not been signed off by the Manager may not be used in the Nursery.

Types of Ingredients used in Messy play include (this list is not exhaustive) shaving foam, bubbles, flour, pasta, rice, lentils and things found in nature such as sticks, mud, leaves and flowers

Using Food Items in Messy Play

Using food for messy play, children can learn to explore and experiment using all their senses. Allergies and dietary requirements are always considered.

Though we do sometimes use of food as a play material we will also be discussing with the children not to waste food, or to play with food at mealtimes. We encourage activities which involve tasting different types of food, and activities which involve children in preparing and eating different food types.

Raw Jelly and Grapes are must not be used under any circumstance in any type of messy play activities.

Supervision of Messy Play

The health and safety of children remain paramount as we engage in messy play activities.

- For the Under 2's, any messy activities must be fully supervised by at least 1 Practitioner at all times. The Practitioner is expected to be fully attentive at all times and encourage correct use of messy play ingredients. Specifically, the supervising Practitioner will ensure dried foods are not ingested by children.
- **Students and temporary staff may not be used in these ratios**, although they can be used as an additional pair of hands
- Ingredients used in messy play must have been approved by the Manager
- Any food products used for messy play, which are required to be cooked or have hot water added, will be pre-prepared by the staff in the kitchen, before the nursery opens or else prepared by the chef on the day in the kitchen.
- All food products used for messy play will be stored out of reach of the children
- Where liquid messy play is in progress ie. water, bubble bath, shaving foam, messy play trays must be secured with a non-slip mat or towel
- Practitioners must ensure the area surrounding the messy play activity is kept safe for children and staff at all times.

Risky Play

We endeavour to create an atmosphere where children can learn to take healthy risks in a controlled environment. Risky play is encouraged at Chartam House as children who take risks learn negotiating skills, understanding, judging and can make judgments about their own capabilities.

Practitioners make it safe by:

- Supporting children to develop a sense of their own boundaries and manage personal risks
- Discussing with children how to keep themselves safe
- Role modelling expectations for behaviour
- Observing the children and identifying those who need greater challenge or specific support
- Carrying out health and safety checks/risk assessments of all equipment and reporting faults/ damage promptly to the Nursery Manager

Room Leaders and Management are responsible for carrying out health and safety checks on all equipment used for risky play and completing individual risk assessments. Items which have not been signed off by the Manager may not be used in the Nursery.

Supervision of Risky Play

The health and safety of children remain paramount as we engage in controlled and age appropriate risky play. The following guidance must be strictly adhered to at all times.

- **All risky play activities must be fully supervised at all times by a Practitioner, who is expected to be fully attentive at all times**
- **Students and temporary staff may not be used in these ratios**, although they can be used as an additional pair of hands
- Equipment used in risky play must have been approved by the Manager
- The Nursery has a separate Risk Assessment for the outdoor climbing frame

CHARTAM HOUSE

English as an Additional Language (EAL) Policy

EYFS (2023) - 1.13: For children whose home language is not English, providers must take reasonable steps to provide opportunities for children to develop and use their home language in play and learning, supporting their language development at home. Providers must also ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS, ensuring children are ready to benefit from the opportunities available to them when they begin year 1. When assessing communication, language and literacy skills, practitioners must assess children's skills in English. If a child does not have a strong grasp of English language, practitioners must explore the child's skills in the home language with parents and/or carers, to establish whether there is cause for concern about language delay.

At Chartam House Nursery, we understand that bilingualism is an asset and the first language has a continuing and significant role in children's identity, learning and the acquisition of additional languages. We create a culture that values and celebrates the languages spoken by children. In doing so, practitioners will not only support the speech, language and communication development of children learning English as an Additional Language but will enrich the experience of all children at Chartam House. We believe that every child is unique and we value each child's home language and cultural background.

Some important considerations are as follows:

- English should not replace the home language; it will be learned in addition to the language skills already learned and being developed within the language community at home.
- Children learning EAL are as able as any other children, and the learning experiences planned for them should be no less challenging.
- Additional visual support is vital for children learning English and using illustration and artefacts will also support and enhance the learning experiences of their monolingual peers.
- Many children go through a 'silent phase' when learning a new language; this may last for several months but is not usually a cause for concern and is not a passive stage as learning will be taking place. Children will usually understand far more than they can say.
- Understanding is always in advance of spoken language and it is important that children do not feel under pressure to speak until they feel confident. It is, however, essential that adults continue to talk to children with the expectation that they will respond.
- Adults and children should respond positively and encouragingly to children's non-verbal communication. As they observe, listen and explore the setting, children will be applying the knowledge they already have in their new context. As they start to echo single words

and phrases, joining in with repetitive songs and stories, their attempts should be sensitively encouraged and praised.

At Chartam House, we support EAL by:

- Finding out as much information as possible about the child's language skills in their home language as well as in English during the settling in meeting with the parents
- Talking to the children about the fact that they and others speak more than one language and help them to learn the names of the languages that they speak
- Encouraging parents to share a list of common words in their language with us. The staff members use these words alongside English to support the children's understanding. This also supports the language development and cultural awareness of all the other children in the room
- Ensuring the environment respectfully incorporates diversity and other cultures. This helps demonstrate to the children and parents and the community that different cultural heritages are valued
- Building on each child's existing knowledge about language
- Meeting the full range of needs of those children who are learning English as an additional language in all areas of their learning
- We will also ascertain if there are any concerns with language delay
- Ensuring that their EAL needs are represented in the planning and in their learning journals
- Providing a range of opportunities for children to engage in speaking and listening activities in English with peers and adults
- Providing opportunities for children to hear their home languages as well as support to extend vocabulary in English
- Providing books in various languages for children and staff to read.
- Employing staff members with a variety of languages to support the children and their families and ensuring they all model good use of English.

One of our additional weekly classes is 'Languages' which changes when needed to suit the children's learning needs.

We endeavour to support the child and their family so that by the time they leave Chartam House to go to school they have an appropriate level of language and communication skills in English to enable them to continue to learn and develop.

CHARTAM HOUSE

Weather Safety Policy

Sun Safety

At Chartam House Nursery, we are committed to ensuring that all children are fully protected from the dangers of the sun. In line with the guidance published by Public Health England, we follow the procedures outlined below to ensure that we keep the children and Staff comfortable and safe in the heat.

Children's susceptibility to high temperatures varies; those under four years of age, who are overweight, or who are taking certain medication may be at increased risk of adverse effects. Some children with disabilities or complex health needs may be more susceptible to high temperatures.

Children cannot control their body temperature as efficiently as adults during hot weather because they do not sweat as much and so can be at risk of ill-health from heat. Heat-related illness can range from mild heat stress to potentially life-threatening heatstroke. The main risk from heat is dehydration (not having enough water in the body).

Heat stress

Children suffering from heat stress may seem out of character, or show signs of discomfort and irritability (including those listed below for heat exhaustion). These signs will worsen with physical activity and if left untreated can lead to heat exhaustion or heatstroke.

Heat exhaustion

Symptoms of heat exhaustion vary but include one or more of the following:

- tiredness
- dizziness
- headache
- nausea

- vomiting
- confusion
- hot, red and dry skin

Heatstroke

When the body is exposed to very high temperatures, the mechanism that controls body temperature may stop working. Heatstroke can develop if heat stress or heat exhaustion is left untreated, but it can also occur suddenly and without warning.

Symptoms of heatstroke may include:

- high body temperature - a temperature of or above 40°C (104°F) is a major sign of heatstroke
- red, hot skin and sweating that then suddenly stops
- fast heartbeat
- fast shallow breathing
- confusion/lack of co-ordination
- fits
- loss of consciousness

In case of any children or adults suffering from heat illness, we will follow our First Aid training. These are as follows:

Measures to reduce body temperature should be taken immediately by

- moving the child to as cool a room as possible and encouraging them to drink cool water (such as water from a cold tap)
- cooling the child as rapidly as possible, using whatever methods we can. For example, sponge or spray the child with cool (25 to 30°C) water; if available place cold packs around the neck and armpits, or wrap the child in a cool, wet sheet and assist cooling with a fan

We will call 999 to request an ambulance if the person does not respond to the above treatment within 30 minutes.

If a child or adult loses consciousness, or has a fit, they must be placed in the recovery position and 999 will be called immediately.

Any sun related accidents will be written up in line with our accident policy.

Clothing

Children must have a clearly named sun hat to be worn at all times while outside in sunny weather. The hat will ideally have a wide brim to provide additional protection.

Parents are encouraged to dress their children in appropriate, lightweight clothing and children are allowed to wear named UV protection sunglasses

Sun cream

We provide branded factor 50+ sun cream, which blocks both UVA and UVB and has been formulated for young children's sensitive skin. Parents are able to provide their own, named sun cream if they prefer. We also encourage parents and carers to apply sun cream before arriving at nursery.

Staff are aware of the expiry date and discard sunscreen after this date.

We will apply sun cream at least 15 minutes before going outside in the sun and at frequent intervals during the day.

Keeping hydrated

Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible throughout the day, both indoors and out.

Education

Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during hot weather. Sun protection is discussed interactively with all children and learning activities are used to teach them safe sun habits.

Parents and carers are informed of the importance of sun protection through information sent home in newsletters.

Staff are requested to act as positive role models by wearing suitable clothing, hats and sun cream, drinking plenty and keeping in the shade whenever possible.

Protecting children outdoors

During periods of high temperature the following steps will be taken:

- Staff will make day-to-day decisions about the length of time spent outside depending on the
- strength of the sun.
- Children are not in the direct sunlight between 11.00am–3.00pm on hot days.

- children will not take part in vigorous physical activity on very hot days, such as when temperatures are in excess of 30°C
- we will encourage children playing outdoors to stay in the shade as much as possible. Babies will be kept completely in the shade.
- children should wear loose, light-coloured clothing to help keep cool and sunhats with wide brims to avoid sunburn

Protecting children indoors

During periods of high temperature the following steps will be taken:

- we open windows as early as possible in the morning before children arrive, to allow stored heat to escape from the building
- we almost close windows or draw blinds when the outdoor air becomes warmer than the air indoors - this should help keep the heat out while allowing adequate ventilation
- if possible, we will use those rooms which are less likely to overheat, and adjust the layout of teaching spaces to avoid direct sunlight on children
- we may use oscillating mechanical fans to increase air movement if temperatures are below 35°C; at temperatures above 35°C fans may not prevent heat-related illness and may worsen dehydration

Extreme Cold/ Snow Day

In the event that the weather is extremely cold, we will assess if it is appropriate for the children to engage in outdoor play or Outdoor Adventures. This may mean only being outside for a limited amount of time and ensuring that children are appropriately dressed for being outdoors. At all times the safety of our children and staff is paramount and so if the snowfall is heavy enough to make travel unsafe and our team are unable to get to Chartam House, then we may need to close as we will not be able to cover our legal ratios.

Similarly, if snow continues to fall during the day, we may need to close early to allow children and the team to get home safely. We will let parents know via email if we need to take any of these actions, and of course will do our very best to minimise any disruption.

CHARTAM HOUSE

Suitable People Policy

EYFS (2023): 3.9-3.13: Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children, are suitable. Providers must obtain an enhanced criminal records disclosure in respect of every person who works directly with children. Staff must disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment at the setting). Providers must not allow people whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for. Providers must record information about staff qualifications and the identity checks and vetting processes that have been completed. Providers must also meet their responsibilities under the Safeguarding Vulnerable Groups Act 2006.

We believe that a nursery is only as good as its staff and thus we strive to recruit only the highest calibre applicants using our thorough recruitment procedures. Our staff members share our

ethos which we make explicit from the outset and work at establishing strong interpersonal relationships with the children, fellow staff members and parents.

We ensure that all members of staff are clearly aware of their designated roles and responsibilities as described in their job description and are able to fulfil the requirements of their role. No member of staff is left unsupervised with the children and appropriate adult: child ratios are maintained. We place importance on ensuring that all members of staff are suitably qualified or experienced and that they are constantly supported, supervised and updated on their training as set out in our 'Appraisal, Supervision and Training policy'.

Recruitment Policy and Procedures

Chartam House is a dedicated equal opportunities employer. When recruiting we take into account experience, qualifications and attitude, looking for that 'special something' that they can bring to our team. At all times we keep the best interests, welfare, care and development of the children in mind. We recognise that experiences and special talents that some unqualified staff could bring to the team are valuable and these applicants will be considered following the same recruitment procedure as those with qualifications (if employed we would actively encourage that the member of staff work towards a qualification in childcare). In accordance with the regulations set out in the welfare requirements (Section 3.25), staff need to have sufficient understanding and use of English to ensure the well-being of children in their care.

We take safeguarding very seriously and take extensive steps to ensure that the people we employ are suitable and safe to work with children. All Managers have Safer Recruitment training, which is refreshed annually. During our recruitment procedure we provide opportunities for the applicant to disclose any convictions through using a confidential criminal self-disclosure. We will only consider the disclosure once an applicant has been short listed to avoid any discrimination. Once we have thoroughly interviewed the applicant and we have sent a conditional offer, we expect applicants to gain enhanced clearance from the Disclosure Barring Service (DBS) and any international police clearances and the decision to employ a person will be reliant on the outcome.

The Recruitment Procedure reflects that it is an offence under Section 76 of the Childcare Act 2006 to employ someone who is disqualified from registration, in connection with Early Years. We therefore will not proceed with employment if a candidate has any caution or conviction against a Minor.

If any other cautions or convictions are disclosed we will request a copy of the police record to verify the caution/ conviction. The Nursery Area Director will consult with LADO, the local Early Years Team and Ofsted - taking their advice to decide if they are willing to continue to employ the member of staff. The decision will be affected by the details of the offence and the advice obtained. Once all aspects have been considered, the manager will make a final decision and will conduct a risk assessment if necessary. Any decision to employ a member of staff will be recorded along with the person's qualification, DBS disclosure and identity checks. Staff members are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children, whether these are received *before or during employment*. We will require a copy of the police record on these occasions.

Procedure for Recruitment

- A job and person specification will be created to identify the selection criteria for the position.
- An advert will be placed with an agency, on a recruitment website or in an Early Years Publication. The advert will give a brief description and details of the position available. It will state that we follow stringent safeguarding procedures and that we will DBS check the applicant.
- The Recruitment Advert record will be completed to note where and when the position was advertised.
- Any relevant applicants will be contacted by phone or email and asked to complete an application form if applied using a CV.
- Using the predetermined criteria, the Manager will create a shortlist based on the application forms which we receive and file these on email

- Any short listed candidates will then be provided an opportunity to submit all their information in detail as well as details of any convictions, cautions, court orders, reprimands and warnings that may affect the applicant's suitability to work with children.
- After reviewing these application forms we will telephone or email the applicant and set up a formal interview date. They will be informed that they are required to bring three forms of identification and evidence of their address, qualification, references and any other documents they feel will aid their application. Applicants will be asked if they consent to us contacting their references before the interview.
- The interview diary will be filled out as the process moves forward.
- The Manager will plan the assessment methods for the interviews and will assess and redesign the interview questions to ensure they are appropriate.
- Interviews will be conducted with one manager and another member of staff, or the Area Director. At least one of these people must have Safer Recruitment training. The applicants experience, knowledge, skills, training and qualifications, job description and responsibilities will be discussed. Any unexplained gaps in their application forms will be questioned. Applicants will be informed that we may contact any previous employer from their application form.
- The applicant will also be required to complete a trial in the room for the role they are applying. During this time they will be supervised and observed.
- Application forms filled in electronically will be signed by the applicant during the interview to verify that all details they have provided are true and accurate.
- Those who are not successful in the interview stage will be notified by email. The applicants who are still under consideration may be asked to return for a second stage interview.
- The Manager, Area Manager and Head of Rooms will have a meeting to discuss feedback and the Area Manager/ Owner will make a final decision on which applicant will be offered the position.
- The successful applicant will be informed by phone of the conditional offer of employment with a confirmation email following.
- All references will be checked thoroughly. We will send out a reference request form and include details of the job specification. We check the authenticity of the referee and make it clear that we need the most recent employer's details. The reference request will ask about the applicant's suitability in regards to safeguarding and ask for details of any allegations.
- The Nursery will apply for a current enhanced DBS check on behalf of the new employee or check their current status if they are on the Online Update service. If there are any recorded safeguarding issues, the managers will conduct a risk assessment and evaluate the employment offer.
- Any foreign applicants will be asked to provide police clearance from their home country where possible and their right to work in the UK and foreign qualifications will be checked.
- We may conduct an online check of the applicant
- Once all the relevant checks have been completed the applicant will be informed and a meeting is arranged to discuss the start dates, probation period, contracts, operational rules and policies and to go over and complete induction forms.
- The new member of staff's information, such as their qualifications, DBS clearance number, personal information will be recorded and confidentially filed in the cabinet in the office.
- Every new employee will be supported in their induction process throughout their three month probation period using our supervision procedures.

Smoking, Alcohol and other substances/ medication

When working with the children, practitioners must not be under the influence of alcohol or any other substance which may affect their ability to care for children.

If any member of staff is found to be **Smoking** or under the influence of any **Alcohol, Other Substances Inc. medication or drugs** or been found to have used these substances on the premises then a disciplinary procedure will immediately be instigated

Smoking

The management are legally obliged to enforce a no smoking policy; we have therefore instigated a **NO SMOKING** policy throughout our establishment. This applies even when the children are not on the premises.

Alcohol

The consumption of alcohol on the premises during nursery hours is absolutely forbidden at all times. The bringing of alcohol onto the premises, without the prior written permission of the owner, is strictly forbidden. We would ask that if you have purchased alcohol, maybe at the supermarket, you leave it in your car, or, give it to someone for safe keeping prior to entering the premises. If this is not possible, please inform the manager on arrival that you have alcohol and they will make arrangements for its safe keeping until you depart.

Other substances/ drugs/ medication

Providing that medication is prescribed or has been obtained over the counter from a pharmacy or similar establishment, in a sealed package or container and the medication is retained on your person, or in a handbag or similar whilst you are visiting the Nursery purely to pick up or drop a child, then we would all accept that the risks involved are very low and acceptable.

However, on all other occasions, then you must inform the manager of the medication so you can jointly agree any precautionary measures that need to be taken to ensure the safety of the children. Should you be taking medication which you are aware could have an adverse effect on you, then you must inform the Manager on arrival. It is strictly forbidden to bring any non-proprietary drugs onto the premises.

If practitioners are taking medication that may affect their ability to care for the children then medical advice should be sought. Practitioners may only work directly with the children if the medical advice confirms that the medication is unlikely to impair the staff member's ability to care for the children properly. Any such medication must be stored securely.

Staff Uniform

- Staff are expected to wear dark trousers or jeans, along with a dark top of their choice.
- Dark blue or black jeans or trousers are worn by staff but jeans that are ripped, frayed or highly patterned are not allowed.
- All staff must wear proper footwear. Flip flops or sandals without back straps are not permitted, Heels are also not permitted due to health & safety

We do not ask you to look immaculate all the time but just to maintain a neat and tidy general appearance.

CHARTAM HOUSE

Mental Health at Work Policy

At Chartam House Nursery we strive to provide a supportive environment and as part of our wellbeing ethos, believe in supporting strong mental health. We promote mental health awareness and encourage open conversations about any problems our team may have and are able to signpost them to support.

For our team,

- we open the discussion about mental health during recruitment and induction process and also assess how our team is doing through our regular touch bases and open door policy
- Management are always available for private discussions and support
- We encourage healthy habits such as regular sleep, exercise, healthy eating, time outside in the garden and social contact
- We believe we provide good working conditions and encourage a healthy work/ life balance, such as through accruing additional annual leave after the first year of employment and being offered healthy meals at work
- We arrange our staffing to ensure the team are supported through strong leadership and qualified and able team members
- We have a zero tolerance to bullying or negativity and encourage a culture of support and growth
- We aim to reduce unnecessary paperwork, provide coaching and development and encourage the team to take ownership of their personal development, championing their achievements

Some people may need support at various times in their lives and we can signpost them to a variety of support. These are

www.mind.org.uk

<https://www.mentalhealthatwork.org.uk/toolkit/ourfrontline-keywork/>

<https://www.nhs.uk/oneyou/every-mind-matters>

<https://www.mhm.org.uk/pages/faqs/category/helpful-resources>

Counselling Service

We also have access to a counselling service so that our team (including family members permanently living with them) needing confidential help and advice, can speak with ARAG's qualified counsellors are available to provide telephone support on any matter that is causing upset or anxiety - from personal problems to bereavement.

To contact the service, phone 0333 000 2082. The counselling service helpline is open 24 hours a day, seven days a week and it is free.

CHARTAM HOUSE

Staff Behaviour Policy

EYFS (2023) 3.9. Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable.

We are extremely proud of providing a friendly and respectful working environment for all members of our team, where they can feel valued by their colleagues and be assured that any problems which might arise will be dealt with in an appropriate and professional manner. In order to achieve this we require all of our Staff to conduct themselves in a professional manner to provide a positive model of behaviour at all times to contribute positively to creating a warm, nurturing and respectful environment for the children in our care, parents, visitors and for ourselves as a team.

We strongly promote British values at Chartam House Nursery which includes Democracy, Individual Liberty, Rule of Law and Mutual Respect and Tolerance. Staff are expected to role model this to the children and each other.

We are a small team, which means everyone has a huge impact on the culture at the Chartam House Nursery - we want everyone to work as a team and have fun doing so. At Chartam House Nursery, staff are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity.

Each member of the team is responsible for adhering to the staff code of conduct in the Staff Handbook at all times, and that failure to do so may result in disciplinary action.

Please also refer to the Staff handbook, Child Protection Policy and ICT and Mobile Phone Policy

Working as a Team

- To respect your colleagues as individuals and be aware of their needs
- To work as a team and support each other
- To role model positive behaviour to other members of staff, children, students and parents
- To be open, honest and constructive in your interactions with every member of the team
- To sort out issues promptly so that they are not allowed to fester
- Never to talk derogatorily about a member of staff to anyone behind that person's back
- To value the views of all staff so that they feel that their contributions will be listened to
- To offer help if they see other team members struggling and to ask for help if they need it themselves
- To work in such a manner which promotes teamwork and support to the whole nursery team and not just the room in which they are working
- To keep personal conversations for appropriate times – always putting the needs of the children first

Personal Behaviours

- **Be the person you want on your team - punctual, reliable, honest, trustworthy and hard-working**
- Be welcoming to everyone within the Nursery – smile – say hello ☺

- Be pro-active and show initiative in supporting the children's learning and development, working as a team and maintaining a safe, clean and healthy workplace environment
- To fully understand and implement the comprehensive policies and procedures and code of conduct we have in place at the Chartam House Nursery at all times, to ensure the health, safety and well-being of the children in our care
- To utilise the Manager's open door policy to discuss any genuine concerns or grievances in relation to Nursery policies and procedures, concerns regarding children or parents, other members of staff or students
- **Maintain high standards in safety, and hygiene by keeping the Nursery safe and clean**
- **Maintain confidentiality at all times - any issues, including those concerning children, their parents, staff and students should not be discussed outside Chartam House Nursery**
- **Give equal opportunities and treatment to everyone within the Nursery regardless of their age, gender, race, religion, culture or background. We are committed to providing equality of opportunity and will not tolerate any illegal discrimination or harassment based on race, colour, religion, sex, national origin or any other class**
- Ensure that your behaviour at work or outside upholds the reputation of Chartam House Nursery at all. This includes through the use of social networking sites.
- Understand that babysitting for parents out of Nursery hours is at your own risk and responsibility

The Manager promotes an open culture where small problems can be sorted out between staff members. However, if the situation is not resolved or the concern is of a more serious nature, the matter should be referred to the Nursery Manager/ Designated Safeguarding Lead. If the concern or issue is relating to the DSL, then the matter should be referred to the Nursery Area Director, Cindy Knight or Nursery Owner, Amy Shah.

In addition to the Staff Behaviour Policy, each member of staff is issued with a Staff Handbook before they join with us, which also details staff behaviour and code of conduct, as well as details on the supervision and appraisal process, disciplinary action, annual leave and sick leave entitlement and notification etc. Signed forms confirming they have received and understood the Handbook are kept in each member of staff's personnel file and a copy of the Staff Handbook is permanently kept in the staff room and Manager's office.

Staff are expected to comply with all policies and through their induction, are made aware of our behaviour management policy (including the use of physical restraint), ICT and Internet policy, Child protection policy and professional conduct agreement.

Safeguarding (please also refer to Child Protection Policy and Whistleblowing policy)

Safeguarding and promoting the welfare of children is everyone's responsibility at Chartam House Nursery. Everyone who works with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners at Chartam House Nursery are expected to ensure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child.

Raising Concerns

As a first step, you should raise all safeguarding concerns – regarding children or staff members - with the Nursery's Designated Safeguarding Lead

**Designated Safeguarding Lead (DSL) is Jessica Burgess.
Deputy Designated Safeguarding Lead is Helen Withey
To further escalate concerns, or if you are unable to speak with the DSL, contact the Nursery Area
Director. Cindy Knight**

Procedure Regarding Abuse or Suspected Abuse by a Member of Staff

Despite all efforts to recruit safely there may be occasions when allegations of abuse or inappropriate conduct are made against a staff member. The following procedure will take place if at any time it is reported to **the Manager** or Designated Safeguarding Lead or Deputy, that a member of staff or student

- Has behaved in a way that has harmed a child, or may have harmed a child and/or
- possibly committed a criminal offence against or related to a child, and/or
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children, and/o
- behaved or may have behaved in a way that indicates they may not be suitable to work with children

In order to safeguard the children and themselves the member of staff who has had the allegation made against them may be suspended immediately from duties with the children pending investigation.

The Nursery Area Director, Cindy Knight and Nursery Owner, Amy Shah, will lead a full case investigation.

Where the Area Director and Owner identify a child has been harmed, that there may be an immediate risk of harm to a child or if the situation is an emergency, they will immediately inform the LB of Windsor and Maidenhead Local Authority Designated Officer (LADO) or the police if relevant and advice will be taken as to any action to be taken, including whether or not to inform the parents/carers of the child concerned. The Nursery will follow the advice of the Local Authority Designated Officer (LADO) as to how much information should be disclosed to the parents and the staff member against whom the allegations or suspicions have been levied.

The LADO is responsible for all the management and oversight of individual cases and must be informed of all allegations or concerns relating to staff or volunteers that fit the criteria above. They will:

- Provide advice and guidance to the setting
- Will liaise with Children's Social Care and other agencies
- Will monitor the progress of cases where necessary
- Will work to ensure that all allegations are dealt with appropriately

At all stages written documentation will be taken concerning allegations and conversations with all parties involved, this documentation will include dates, times, locations and names of potential witnesses. At this point the case will be taken over by the authorities concerned and a strategy meeting will be held.

Where the initial discussion leads to no further action, the case manager and the LADO should record the decision and justification for it, and agree on what information should be put in writing to the individual concerned.

The Nursery will maintain its duty of care to any member of staff under investigation, and will offer guidance on where to find information, support and advice

Management of Low Level Safeguarding Concerns

A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' - that an adult working at Chartam House Nursery

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work and
- does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO

Examples of such behaviour could include, but are not limited to:

- being over friendly with children
- having favourites
- taking photographs of children on their mobile phone, contrary to Nursery policy
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door, or
- humiliating children

Low Level concerns must always be discussed immediately and responsibly with the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead. To further escalate concerns, or if you are unable to speak with the DSL, contact the Nursery Area Director, Cindy Knight or Nursery Owner, Amy Shah.

The DSL records all low-level concerns in writing to include the details of the concern, the context in which the concern arose, and action taken. These records are securely and confidentially retained. If needed, the DSL will seek additional guidance and support from the LADO and follow advice provided.

Whistleblowing

Whistleblowing enables staff to raise serious concerns within the nursery, rather than overlooking a problem or 'blowing the whistle' outside. Staff are often the first to realise that there is something seriously wrong with the nursery. However, they may not want to express their concerns as they feel that speaking up would be disloyal to their colleagues or to the nursery. If you believe that a child is or children are at immediate risk of harm, you should refer your concern to the local authority LADO or report this to the police. Further information on the safeguarding of children can be found in 'Working together to safeguard children' and our Nursery Child Protection policy. If you tell Ofsted, they will always tell the relevant local authority.

IMPORTANT CONTACTS

Jessica Burgess (Nursery Manager) Cindy Knight (Area Director) Amy Shah (Owner)	07957 289 839 07342 643439
OFSTED	0300 123 1231

Multi-Agency safeguarding Hub (MASH)	T: 01628 683150 E: mash@achievingforchildren.org.uk Monday to Thursday, 8.45am to 5.15pm Friday, 8.45am to 4.45pm
Out of Hours Emergency Duty Team	T: 01344 786543
Local Authority Designated Officer (LADO)	T: 01628 683202 E: lado@achievingforchildren.org.uk
Police	999

CHARTAM HOUSE

Observation, Supervision and Training Policy

EYFS (2021) - 3.21-3.26: The daily experience of children in early years settings and the overall quality of provision depends on all practitioners having appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities. Providers must ensure that all staff receive induction training to help them understand their roles and responsibilities and must include information about emergency evacuation procedures, safeguarding, child protection, the provider's equality policy, and health and safety issues. Providers must support staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improves.

Providers must put appropriate arrangements in place for the supervision of staff who have contact with children and families. Effective supervision provides support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues. Supervision should provide opportunities for staff to discuss any issues, identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness. Providers should ensure that regular staff appraisals are carried out to identify any training needs, and secure opportunities for continued professional development for staff.

At Chartam House, we recognise that high quality performance management is one of the most important elements in ensuring positive outcomes for children and their families. It also has a crucial role to play in the development, retention and motivation of our team. It is facilitated through our cycle of "touchbases" (supervision) and Manager's observations as well as the Manager's open door policy.

Touchbases

Touchbases (Supervision) are a means to ensure each team member is clear about their roles and responsibilities, expectations on their performance and team working, to raise safeguarding concerns and to be supported to do their job to the high standards expected. The meeting gives the opportunity to **regularly** evaluate and review performance so that learning and development can take place, to identify performance shortfalls, encourage and motivate staff and initiate training, support and /or coaching.

Appraisals and touchbases are a two-way discussion between a staff member and the Manager. For these meetings to be effective, each person must take equal responsibility for ensuring open, honest and effective communication, co-operation and recognition for the value of performance management.

Every member of staff can expect:

- To receive constructive feedback, rooted in evidence
- To have their own feelings and opinions recognised and heard
- To be treated in an anti-discriminatory manner

Staff should expect the following areas to be discussed at their touchbase:

- Identify key achievements and areas of development in the relevant period
- Discuss the Manager's observations with clear support and guidance with regard to all aspects of work including support in dealing with particular children and their individual needs to improve their personal effectiveness
- Identify any performance concerns, and be told in a constructive way if their work is poor, incompetent or unacceptable, and to have a strategy for improvements discussed and agreed
- Identify any training and development needs and steps taken by the individual in furthering their own development
- Discussion of any safeguarding concerns
- Discussion of any other aspects which the member of staff may wish to discuss, including the ability to discuss how things are done and what is expected

Responsibility

The Manager is responsible for ensuring that regular touchbase meetings are conducted with every member of staff. Each member of staff is responsible for ensuring that they meet the required standard for the job.

Frequency

- In the first month of employment at Chartam House, touchbases will be conducted on a weekly basis with the Manager
- Thereafter, for new members of staff, touchbases will be conducted monthly after their start date and again at 3 months to sign off the probationary period
- Following the sign off from probation, touchbases will take place at least termly (once every 3 months).
- Touchbases are supported by Manager Observations to help every member of staff reflect on their practice, in respect to the children, parents and other members of staff to continually improve performance. Manager observations will be conducted on every member of staff at least once a term and will feed in to their touchbases and appraisals.
- The Manager may decide to conduct touchbases or Manager observations more frequently with a member of staff if this is felt to be needed and would be beneficial for the member of staff
- The open door policy at Chartam House means that members of staff are able to speak to the Manager at any time with regards to concerns or barriers to carrying out their duties to a high standard, safeguarding concerns, training needs or anything else. They do not need to wait for their next touchbase/ appraisal meeting.

Recording staff observations and touchbase meetings

Touchbase meetings and staff observations will be recorded and shared with the staff member. Both Manager and staff member will sign the record and agree the date for the next supervision meeting. A copy of the record will be kept on their personnel file and a copy available for the member of staff if they wish. To ensure that the confidentiality and identity of individual children is maintained within the supervision record no names of the children discussed will be used only initials.

Manager's Observations

As part of our aim in supporting our members of staff, the Manager undertakes regular observations of the team's practice. These observations allow the Manager to provide coaching and critical feedback which can help practitioners pick up new ideas and ways of working, explore working practices, build teamwork and can help practitioners reflect on their practice, identify improvements and training needs. It will help the Manager monitor staff performance and can help them assess the member of staff's understanding of each child's learning and development, their knowledge of and application of the EYFS, the characteristics of learning, safeguarding issues and the observation, planning and assessment

cycle. If practice is weak then the Manager can identify and record actions for improvements. However, the main goal of these observations is to look at strengths of an activity or staff members practice, identify what would have made it better and how good it was overall. We are asking:

- What are we doing and how? What is the INTENTION and WHY?
- Why do we do it? How is the activity IMPLEMENTED?
- How can we do it more effectively? What is the IMPACT and how can we do it more effectively?

From time to time, they will aim to do this alongside the Deputy or a Head of Room as joint observations reduce subjectivity and improve the accuracy and quality of the observation. It is therefore also important that there is a shared understanding of good practice. When time and opportunity permits, we will also encourage Head of Rooms and peers to do observations on each other

The Manager may ask relevant questions during the activity and provide coaching during the observation. They will complete a Manager's Observation form, which will detail areas for development, with clear rationale and evidence and will feed this back to the member of staff. The staff member will be encouraged to evaluate their own practice and make notes of what they thought was effective and what could have been improved on. These forms will then be filed in the relevant staff member's personnel file in the office

The Manager will consider the aspects below, and ask the following types of questions during or after the observation:

What is your INTENTION and WHY?

- o What is the point of this activity? What are the learning intentions?
- o Are there any children's next steps intended to be supported through the activity?
- o Do they have realistic expectations? Does this meet developmental needs?
- o How are the children's Characteristics of Effective learning being considered for the plan?
- o How does this link to our Curriculum?

How are you IMPLEMENTING the activity/ learning experience?

- o Is the activity challenging and stimulating?
- o What considerations have they had? e.g. special diets/ allergies?
- o How well does the practitioner motivate and engage the child?
- o How are they including all the children, such as those who appear disengaged?
- o How is this adapted for different levels (differentiation)?
- o Who initiates interaction?
- o Does the practitioner intervene in play?
- o How do they encourage positive behaviour? Is there appropriate praise for achievement?
- o Is there appropriate emotional support?
- o Listen to language used; are there open-ended questions? Does the practitioner model strong language?
- o Do they encourage the children to express their own views, extend their use of words and take time to let them discuss their thoughts?
- o How well are they encouraging independence and confidence?
- o Is appropriate risk taking encouraged?
- o Are children allowed to express ideas through trial and error?
- o Did the practitioner need to lead/ stand back and support as needed? Could it have been child led?
- o How does the practitioner role model for children?
- o Consider age appropriateness and how focused children are, consider time at activity?
- o Consider if activity is kept exciting and if the practitioner extends it where necessary.
- o How are well staff are deployed in the room?
- o How well is the rest of the room set up to engage children?
- o What is the teamwork and communication like?
- o How well resources are used, Inc cultural diversity?

What is the IMPACT? And how could it have been improved?

Ask the staff member:

- What did you think about it?
- What as the IMPACT for children? What did the children get out of the session/ activity?
- Why did certain things happen or not happen as planned?
- What were your strengths?
- Own Areas of development?
- How can you develop those areas?

Managing Under Performance

In the event that a staff member is deemed to be under-performing for any reason, a formal performance management process will be put in place. This process can be instigated for a number of reasons, including but not limited to, negative behaviours within the Nursery that impacts the children and staff, poor timekeeping, failure to comply with any EYFS rule (depending on the severity a failure to comply may result in instant dismissal for gross misconduct), etc. The full process will be documented in writing and you will be given an opportunity to present any evidence throughout the process. Should the individual's performance not improve during this official process, then the result will be that the formal disciplinary/capability process is instigated.

Confidentiality

Although this is a confidential document, it is also an organisational document which does not belong solely to the manager, staff member or management committee. However, only under certain circumstances can others access these documents. For example, they may be accessed as part of:

- A grievance procedure;
- A disciplinary procedure;
- An internal/external inquiry;
- A complaints procedure.

In addition to the above information, it is important that staff members continue to raise concerns as they arise and not wait until their termly supervision meeting or annual appraisal.

Training

We keep a record of all our staff members' qualifications and actively encourage them to develop their knowledge and understanding through further training. We adhere to the required qualifications needed and all our managers and staff hold relevant qualifications. All of our team receive First Aid and Safeguarding training on an annual basis as part of their core plan. Any practitioner with additional responsibilities such as SENCO will also receive training to help them fulfil their role.

We accept that it is in the interest of the children and all the staff that every opportunity is given to each staff member to develop their personal skills to their maximum, and to broaden their knowledge and skills in caring for children in particular.

To facilitate this we:

- Assess every member of staff during managers observations, staff's touch base sessions and appraisals and set out their personal training needs
- Hold regular staff meetings where training is cascaded throughout the setting
- Encourage, where practical, staff to attend external training courses
- Encourage staff to pass on their knowledge to those less experienced on daily basis.

Once a member of staff has attended external courses they are required to complete a Course evaluation form to enable the training to be shared with other staff members. A time slot will also be allocated in the next staff meeting to discuss any training attended. Impact of their training is recorded on the training record.

The aims of this policy and procedure are:

- To safeguard the rights and promote the welfare of all children;
- To provide guidance and reassurance to staff who are required to toilet/change a child's nappy;
- To provide guidance for Parents/ carers
- To protect children from discrimination and ensure inclusion for all.

At Chartam House Nursery, staff will endeavour to follow these principles when nappy changing and toileting:

- Children have the right to feel safe and secure;
- Children will be respected and valued as individuals;
- Children have a right to privacy/dignity when staff are meeting their needs;
- Children are supported in their understanding of nappy changing and toileting procedures so that they are led to independence.
- We will ensure all staff are familiar with our Safeguarding and Child Protection policy to develop children's resilience and to protect them from any form of abuse.
- Staff will be trained in good working practices which comply with Health and Safety regulations as set out in our Health and Safety Policy.
- If a situation occurs that causes staff concern, such as through the actions or comments of a child, the Manager, or the Lead Designated Safeguarding Officer and/or the Deputy should be called upon.
- Staff will be trained in the area of intimate/personal care for children with specific needs and procedures for safe moving and handling when required.
- Older children would be encouraged to build on their independence in self-care skills

Nappy Changing

It is important that children are changed in a reassuring and caring way and it is important that we signal our intention to change a child's nappy and ask for the child's consent, as appropriate for their development. That means we do not give children the message that just anyone can pick them up, take them off and undress them.

- Only regular staff members with Disclosure Barring Service checks (DBS) will undertake nappy changing and toileting.
- All nappy changes will be recorded on our changing records and any concerns will be noted and shared with the manager.
- No Volunteers, Students, agency or ad hoc cover staff are allowed to change nappies or toilet children.

Toilet training

At Chartam House Nursery we aim to support the children through the transition from using nappies to using the toilet independently. It is an important milestone and we encourage the children to progress by providing support and praise. We believe that working with the parents is essential to the child's success and therefore aim to give advice and helpful ideas to their families. Potty training can be a very daunting process for parents but please be assured that our staff will work with you every step of the way to ensure the process is a smooth one.

When is a child ready?

Learning to gain control of bowel and bladder movements can be a complicated process and the child needs to be emotionally and physically ready to potty train. The child will learn to be able to understand and know how to react and respond to the feeling that they need to empty their bladder or bowel.

We assert that parents should have confidence in their own ability to judge the right time for their child and we encourage parents to not feel pressurised to start before they and their child are ready. There is no 'right' age to potty train and each child will have their own 'right' time. Most children show signs of readiness to potty train between 18 months and 3 years.

If the parents think their child is developmentally ready to start using the potty we will endeavour to support them and their child to the best of our ability. If staff members feel a child is ready to learn to use the toilet they will talk to the child's parents and discover how they feel. Please be aware that it can take longer for a child to potty train at nursery as there is so much more happening within the environment than at home.

Signs of readiness:

- Can manage to stay dry for at least two hours between wet nappies.
- Regular or predictable bowel movements.

- Indicating awareness that a bowel or bladder movement is occurring - perhaps by interrupting what they are doing and concentrating; telling you that they are wet or showing discomfort when the nappy is soiled.
- Able to understand simple instructions such as 'find your potty' or 'do you need a wee?'
- Able to express their needs to adults in a suitable way
- Able to sit on and get up from the potty with only a little help.
- Showing an interest in others using the toilet and imitating.

Preparation

We encourage parents to try to plan ahead with potty training, ensuring that there are not too many changes at once, and to choose a time when there are few distracting events so they are prepared and able to commit time. Please let the staff know if there is any preferential terminology you wish for us to use in relation to any body parts or movements.

In order to maintain continuity for the child, once the decision has been made to start potty training, the staff and parents will discuss the methods they both feel will work best for the child. We will most likely start by talking to the child about what is going to happen, reading some books about using the toilet or perhaps using role play with dolls to further the child's understanding of the process. If parents wish to do so then they can encourage their children to go shopping to help choose their potty and pants.

Please ensure that the child's clothes are easy to pull up and down without any fiddly fastenings, belts and buttons. We do have a limited supply of spare clothes for emergencies but we ask that parents also bring in sufficient spare clothes, including spare socks, for the staff to dress the child if they should happen to have an accident.

Potty training guidance

We firmly believe that every child is unique and so we use flexible methods suited to individual children's needs and pace.

On the first few days, we remind the child regularly to use the toilet throughout the day. A short while after they have had a drink, we will also ask if they want to use the toilet/ potty. They are given appropriate praise and encouragement for using the toilet or for having a try.

We encourage the child to sit on the potty or toilet regularly but not too often that they may become bored. Neither will they be encouraged to sit for too long a time if they are not passing anything. As a rough guide, they will only be sat down for no longer than two or three minutes.

We will never force a child to sit if they resists. Once we believe that the child is capable of asking for the toilet or is confident going by themselves, we will reduce the amount of times we remind them to go. At first, we will put your child back in nappies sleep time, until the parents and staff feel the child is capable and dry throughout the day. A child can be considered potty trained when they are able to use the potty or toilet fairly independently. This means they know when they want to go and are able to react by using the potty or toilet.

All staff members are happy to deal with accidents and understand that having accidents is a part of the learning process. We ensure that these are dealt with in a calm and sympathetic way which does not make the child think they have done wrong. If there are lots of accidents and very little progress we may discuss this with the parents and consider going back to nappies and leaving potty training for a while until they seem ready to start again.

Whilst the child is potty training the staff members in the room will keep the parents informed on their progress. We understand that due to changes in routines or at home some children may regress. If the child has been dry for a while and they begin to have accidents the key person will work with the parents to support the child through this time.

Hygiene

Staff need to wear disposable gloves when dealing with any body fluids, changing nappies and when supporting children in wiping themselves after toileting. Children being able to wipe themselves can take a while to master and is quite difficult for most young children, so we help them with this initially. However, we introduce the idea and begin to practice when we feel the child is ready and slowly foster their independence.

Children and staff will wash their hands every time after using the toilet facilities and the children will be encouraged to develop their autonomy in washing their own hands.

We have a potty available for children to use, however if we feel the child is capable then we encourage them to use the toilets for health and hygiene reasons. After a child has used a potty, the contents will

be poured into a toilet and flushed away. The potty will be rinsed and sprayed with a disinfectant and will then be dried using paper towel and be safely stored.

In accordance with the guidance provided by the Health Protection Agency, any wet clothing will be placed immediately into a waterproof bag and sealed for the parents to take home. Any solid contents in soiled underwear will be carefully tipped into a toilet, avoiding any splashing and then flushed away. The item will then be placed in a waterproof bag and sealed for the parents to collect and wash at home. We understand that it may not be pleasant receiving a bag of soiled clothes but in order to protect the staff and children's health it is our policy not to wash or sluice any soiled clothing. Parents are welcome to let the staff know if they prefer the item of clothing to rather be discarded.

CHARTAM HOUSE

Emergency and Fire Evacuation Plan

EYFS (2023) 3.56- Providers must take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency and must have an emergency evacuation procedure. Providers must have appropriate fire detection and control equipment (for example, fire alarms, smoke detectors, fire blankets and/or fire extinguishers) which is in working order. Fire exits must be clearly identifiable, and fire doors must be free of obstruction and easily opened from the inside.

At Chartam House Nursery, we consider the safety and wellbeing of all children and adults a priority. This Emergency and Fire Evacuation Plan has been put in place should a situation occur. The priority is always to notify emergency services as soon as practicable to manage the situation.

All staff members are aware of the emergency and fire evacuation plan, and risk assessments will be carried out to identify and minimize potential risks.

The responsible person is **Amy Shah**, whose responsibilities are to:

- Organise a professional to carry out a fire risk assessment, and in line with any significant changes to the building or equipment
- Tell staff or their representatives about the fire risks they identified.
- Put in place, maintain, appropriate fire safety measures.
- Provide staff with information, fire safety training.

The appointed **Fire Safety Officer is Helen Withey** whose responsibilities are to:

- Ensure all staff members and students are aware of the evacuation procedure and assembly point, and are shown where the firefighting equipment is kept and understand how to use it.
- Maintain the following testing protocol and records:

Fire alarm tests

- Ensure that the alarms are tested on a weekly basis, using different alarm points each time
- Record these details in the online fire log book ensuring all staff are aware when testing is taking place.
- If the alarm is found to be faulty then this must be reported immediately to the Nursery Owner immediately
- Conduct a full emergency evacuation drill at least every 3 months, and record the details and findings on the online fire drill log

Emergency lighting test

- Ensure the lights are checked visibly every week to see that the red/green indicator light is lit and the light is not damaged
- Conduct a full test monthly where lights are turned off to ensure the emergency lights illuminate; every 6 months leave lights on for an hour to check luminaries are still on
- Ensure batteries are replaced every four years or as necessary

Emergency routes/exits and fire doors

- Routes and exits are checked daily on each rooms daily risk assessments to ensure they are free from obstruction, easily accessible and are clearly identifiable
- On weekly tests, the fire doors must be checked to ensure they are in working order and are in good condition

Firefighting equipment

- Check that fire extinguishers are in the correct position on wall brackets and along escape routes. Ensure they have not been tampered with or discharged.
- Ensure that these are serviced annually by the relevant contracted company
- Ensure fire blanket is stored correctly and is easily accessible

Disaster management plan/ lock down procedures

In the event of a disaster occurring, the Nursery's main priority is to ensure the ongoing safety of the staff and children.

The plan will always be to remain in the building unless it is unsafe. At that point, the Manager, or most senior member of staff will make the decision to evacuate and decide where to vacate to in order to remain safe.

Once safely evacuated, we will endeavour to contact the parents via the Manager's mobile phone or email to inform them of our location.

Staff and students shall not be expected to place themselves in danger by combating the emergency themselves and will co-operate with emergency services (i.e., police, fire services, ambulances etc.) that are legally responsible for managing the emergency.

The Manager or most senior member of staff is responsible for coordination, control and communication when responding to an emergency.

Staff and children may only return inside the premises once a competent person has confirmed there is no risk and it is safe to do so.

In the event of an emergency situation in the locality of the Nursery e.g. a terrorist attack, the following procedure must be followed:

The plan will always be to remain in the building unless it is unsafe. At that point, the Manager, or most senior member of staff will make the decision to evacuate and decide where to vacate to in order to remain safe.

- The children should be moved away from classrooms at the front of the house, and if safe to do so, should calmly be taken to the back of the classrooms
- All classroom blinds and shutters should be closed
- The emergency services should be called as soon as possible and told that we are a children's nursery. Dial 999. The instructions of the emergency services will be followed to ensure the security and safety of all children and adults
- If evacuation is required, we will endeavour to contact the parents via the Manager's mobile phone or email to inform them of our location.
- Staff and children may only return inside the premises once a competent person has confirmed there is no risk and it is safe to do so.

In the event of a fire, the following procedure must be followed:

When the alarm sounds, the priority is to evacuate the building as calmly and quickly as possible, ensuring all areas of the Nursery are checked for children. The Room and Staff register **must** be taken with you. The Manager must retrieve the staff register.

DO NOT DELAY ESCAPE BY TRYING TO PUT OUT THE FIRE OR STOPPING TO COLLECT BELONGINGS

The closest, most direct escape route is to exit out of the front door of the property if safe to do so.

Everyone is to congregate in the front garden of the Nursery. Everyone must go directly to this assembly point and await further instructions from the Manager and/ or Fire Wardens.

Registers must be checked once at the safety meeting point

If exit via the front door is not possible, then either the back door or the ground floor windows may be used as a mode of escape. If the stairs are not accessible, then stay in the in the upstairs classroom and block the doors to prevent smoke from entering.

If at all avoidable, children must not be separated from their class.

If it is unsafe to remain at the Fire Meeting point, the Most senior Member of staff will make a decision on where to vacate to in order to remain safe.

Once 999 Fire Services have been called and all persons are safely accounted for, the parents will be notified.

Staff and children may only return inside the premises once a trained competent person has confirmed there is no risk and it is safe to do so.