



# Safeguarding and Welfare Requirements Policies & Procedures

## **WELFARE REQUIREMENT**

**The provider must take necessary steps to safeguard and promote the welfare of children.**

## **SAFEGUARDING**

**Sunny Day Nurseries will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.**

To this end we will:

- create an environment to encourage children to develop a positive self-image
- encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- provide a safe and secure environment for all children
- always listen to children.

Sunny Day Nurseries Limited has a clear commitment to safeguarding children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Nursery Manager and/or Director at the earliest opportunity.

Should staff not feel comfortable reporting the matter to those named above, they must report their concern to the named Whistle Blowing Officer.

Sunny Day Nurseries Limited has a Whistle Blowing Policy for staff, which is located in the Employment Guide

The named Whistle Blowing Officer is: Julie Downton

Contact details: [julie@sidebysidetraining.co.uk](mailto:julie@sidebysidetraining.co.uk) 07818575880

## **The legal framework for the safeguarding policy is based on:**

- Safeguarding Vulnerable Groups Act (2006)

Practitioners have a duty to safeguard and promote the welfare of children. Due to the many hours of care we are providing, staff will often be the first people to sense that there is a problem. They may well be the first people in whom children confide about abuse. The nursery has a duty to be aware

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

Our prime responsibility is the welfare and wellbeing of all children in our care. As such we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interests of the child.

All staff will be familiar with their own responsibilities to act swiftly upon any suspicions or concerns they may have about any child or member of staff at the nursery. The nursery will follow the procedures set out in the Early Years Foundation Stage and Local Safeguarding Children Boards (LSCB's) Guidance and as such will seek advice on all steps taken subsequently. The nursery has a duty to report any suspicions around abuse to the local authority who have an obligation to investigate such matters.

Staff must not make comment either publicly or in private about a parent's supposed or actual behaviour. Staff must raise any concerns initially with the manager. The manager will then discuss the matter with the registered person and appropriate action will be considered. Staff responsibilities do not include investigating the suspected abuse. However, the staff will keep accurate records of their observations, signed and dated, and of anything said to them by the child or others in connection with the suspected abuse, using the Sunny Days Incident Record. This information will be kept in the Room Safeguarding Folder in a locked cabinet.

It is always important to listen to children. Strict confidentiality will be observed at all times. All our staff will receive training on the protection of children from abuse. It is the policy of the nursery to provide a secure and safe environment for all children. The nursery will therefore not allow an adult to be left alone with a child who has not received their enhanced disclosure check clearance.

The nursery aims to:

- ensure that children are never placed at risk while in the charge of nursery staff
- ensure that confidentiality is maintained at all times
- ensure that all staff are alert to the signs and understand what is meant by safeguarding and are aware of the different ways in which children can be harmed including by other children i.e. bullying.
- ensure that all staff are familiar with safeguarding issues and procedures
- ensure parents are fully aware of safeguarding policies and procedures when they register with the nursery and kept informed of all updates when they occur
- regularly review and update this policy.

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

Parents and families will be treated with respect in a non-judgmental manner whilst investigations are carried out in the best interests of the child.

#### **Contact telephone numbers**

- Ofsted - **0300 123 1231**
- Dorset LSCB Unit – **01305 221196**
- Local authority social services:  
Bridport - **01308 422234** Dorchester – **01305 251414** Weymouth - **01305 760139**

#### **Types of abuse**

##### **physical abuse**

Action will be taken under this heading if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning; where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented.

procedure:

- Most children will collect cuts and bruises in their daily life and these are likely to be in bony parts of their body. Staff are required to record any bruises/injuries which can almost only have been caused non-accidentally, and have been sustained out of nursery, when they come into nursery, on an existing injuries record as soon as noticed by a staff member
- the incident will be discussed with the parent/carer at the earliest opportunity
- such discussions will be recorded and the parent/carer will have access to such records
- if there appear to be any queries regarding the injury, the Safeguarding Children's Board in the local authority will be notified.

##### **sexual abuse**

Action will be taken under this heading if the staff team have witnessed occasions where a child indicated sexual activity through words, play, drawing, had an excessive pre-occupation with sexual matters, or had an inappropriate knowledge of adult sexual behaviour.

procedure:

- the observed instances will be detailed in a confidential incident report
- the observed instances will be reported to the nursery manager
- the matter will be referred to the Safeguarding Children's Board in the local authority.

### **emotional abuse**

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

procedure:

- the concern will be discussed with the parent/carer
- such discussions will be recorded on an incident report and the parent/carer will have access to such records
- if there appear to be any queries regarding the circumstances, the matter will be referred to the Safeguarding Children's Board in the local authority.

### **neglect**

Action will be taken under this heading if the staff team have reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold and starvation) which results in serious impairment of the child's health or development, including failure to thrive.

procedure:

- the concern will be discussed with the parent/carer
- such discussions will be recorded on an incident report and the parent/carer will have access to such records
- if there appear to be any queries regarding the circumstances the Safeguarding Children's Board in the local authority will be notified.

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

Staff will make an objective record of any observation or disclosure and include:

- child's name
- age of the child and date of birth
- date and time of the observation or the disclosure
- exact words spoken by the child/injuries or marks seen
- name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time.
- any discussion held with parent/carer.

These records are signed and dated and kept in a separate confidential file with all family contact details. All members of staff know the procedures for recording and reporting and the Child Protection Procedure Flowchart is displayed in each room. It may be thought necessary that through discussion with all concerned the matter needs to be raised with the LSCB and Ofsted. Staff involved may be asked to supply details of any information they have concerns with regard to a child. The

nursery expects all members of staff to co-operate with the LSCB in any way necessary to ensure the safety of the children.

All staff will attend safeguarding training within their first six months of employment, and receive initial basic training during their induction period.

**Staffing and volunteering**

We have a named person within the nursery that co-ordinates safeguarding and welfare issues. The designated person undertakes specific training and accesses regular updates to developments within this field.

The named person regarding safeguarding at the nursery is:

..... (*insert name*)

- we provide adequate and appropriate staffing resources to meet the needs of children
  
- applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
  
- All new staff who have not previously been through disclosure checks will not be employed until their first disclosure check has been undertaken. All new staff with current police checks (within the last 2 years) will be employed but not undertake intimate care with children until their Sunny Days disclosure check has been cleared.
  
- we abide by Ofsted requirements in respect of references and disclosure checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children
  
- volunteers, including students, do not work unsupervised
  
- we abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of safeguarding children concern

- we have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children
- the deployment of staff within the nursery allows for constant supervision. Where children need to spend time away from the rest of the group, the door will be left ajar.

### **Informing parents**

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

### **Confidentiality**

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the LSCB.

### **Support to families**

- the nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the nursery
- the nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation
- 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 LSCB.
- with the proviso that the care and safety of the child is paramount, we will do all in our power to support and work with the child's family.

### **Employees of the nursery**

If an allegation is made against a member of staff, Ofsted and the Local Safeguarding Children's Board will be informed and this will be investigated. This may result in the nursery disciplinary procedure being followed.

The incident will be dealt with by the manager/registered person:

- a full investigation will be carried out to determine how this will be handled
- if the allegation could possibly interfere with the normal working of the nursery, the member of staff will be allocated to another area, after due consultation with all parties
- the nursery reserves the right to suspend any member of staff on full pay during an investigation

- all investigations/interviews will be documented and kept in a locked file
- unfounded allegations will result in all rights being re-instated
- founded allegations will be passed on to the relevant organisation (police) and will result in the termination of employment. Ofsted will be notified immediately of this decision.
- counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents.

In all cases refer to local area guidance and Working Together to Safeguard Children – March 2013.

### **Use of Mobile Phones, Cameras and Social Networking Sites**

To safeguard children within the nursery, the use of personal mobile phones and cameras is prohibited.

Confidentiality and usage restrictions will also be placed on staff when they access social networking sites. The nursery has a high reputation to maintain and comments/photographs on sites such as 'Facebook' could have an impact on how parents using the nursery and prospective parents view the staff and settings.

Staff must adhere to the following:

- mobile phones should be stored safely in staff lockers and turned off at all times during the hours of your working day
- mobile phones can only be used on a designated break and then this must be away from the children
- during outings, staff will use mobile phones belonging to the nursery wherever possible. Photographs must not be taken of the children on any phones, either personal or nursery owned
- Personal cameras must not be used when photographing children. Staff must ensure written permission has been obtained from parents/carers before any photographs are taken with authorised nursery camera.
- Staff must not post anything onto social networking sites such as 'Facebook' that will have any impact on the nursery's reputation.
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery
- Staff are strongly discouraged from allowing parents/carers to view their page on social networking sites. If staff choose to allow this, Sunny Day Nurseries asks that this relationship must remain professional at all times
- If any of the above points are not followed then the member of staff involved may face disciplinary action, which could result in dismissal.

- Use of personal mobile phones in the nursery and on outings may only be permitted in the case of an emergency and a nursery owned mobile is not available.

**Parents and visitors use of mobile phones and cameras**

- in order to ensure the safety and welfare of children in our care, parents/carers and visitors are also kindly asked to refrain from using their mobile phones and cameras whilst in the nursery or when collecting or dropping off their children
- in order to ensure the safety and welfare of children in our care and to respect individual rights to privacy parents/carers and visitors are also kindly asked to refrain from using their mobile phones, videos and cameras at events unless authorised

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014



## **INFORMATION AND COMPLAINTS**

**We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve Sunny Day Nurseries at any time.**

### **Information**

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. Sunny Day Nurseries Limited aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with Sunny Day Nurseries Limited.
- Ensuring that parents'/carers' concerns are always listened to by Sunny Day Nurseries Limited whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from Sunny Day Nurseries Limited.
- Ensuring that the Childcare Agreement is agreed and signed by parents/carers and Sunny Days and that both parties adhere to the Agreement.
- Making all information and records held by Sunny Day Nurseries Limited on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that Sunny Day Nurseries Limited policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on Sunny Day Nurseries Limited policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with their child's Key Person and discuss their child's progress and any problems that they might be encountering. This is a good time for parents/carers to contribute to their children's records with examples of achievements which have occurred outside the nursery.
- Informing parents/carers of what their child has been doing during their time with us we complete Daily Reports in the Baby and Toddler Rooms, which are given to parents/carers when they collect their child.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure.
- Encouraging parents/carers to undertake supportive roles in Sunny Day Nurseries Limited, such as volunteering or participating in activities, visits or outings. Offers of help during sessions or in other ways are always welcome, or parents/carers may stay to 'play' at any time.
- Producing regular newsletters giving parents/carers information about the Nursery and Play Club, news items, staff information, dates of events and special features.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of Sunny Day Nurseries Limited. This will include a regular satisfaction survey and a parent-nursery support group – PIPS.
- Keeping parents/carers up to date with any changes in the operation of Sunny Day Nurseries Limited, such as alterations to the opening times or fee levels.

- Holding social/information evenings for all parents/carers and staff to encourage communication and the 'working together' relationship.
- Providing a notice board in the nursery specifically to display information for parents, including a list of key people and their 'allocated' children.

### **Record Keeping**

Sunny Day Nurseries Limited is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that Sunny Day Nurseries Limited holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth.
- Gender.
- School attended.
- Ethnic background.
- Religion.
- Languages spoken.
- Home address and telephone number(s).
- Parents or carers name.
- Parents or carers place of work and contact number(s).
- Any other emergency contact names and numbers.
- Family doctor's name, address and telephone number.
- Health visitor's name, address and telephone number (if applicable).
- Details of any special health issues (including a special educational needs or physical disability statement).
- Details of any special dietary requirements, allergies and food and drink preferences.
- Record of immunisation.
- Appropriate records of children's progress and achievements.
- Names of people authorised by parents/carers to collect children, along with recent photographs.
- Information about who has legal contact with the child; and who has parental responsibility for the child.
- Permission to seek any necessary emergency medical advice or treatment.

## **Making concerns known –**

- A parent/carer who is uneasy about any aspect of Sunny Day Nurseries provision should first of all talk over worries and anxieties with the Unit Supervisor or Manager. If this does not have a satisfactory outcome within 7 days, or if the problem recurs, the parent(s)/carer(s) should put concerns or complaint in writing and request a meeting with the Manager and Director/s. Both parent(s)/carer(s) and the Manager should have a colleague or partner present and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage –

- If the matter is still not sorted out to the parent's/carer's satisfaction, the parent/carer should again contact the Manager and/or Directors, preferably in writing
- If the parent/carer and Sunny Day Nurseries are unable to reach agreement an external mediator will be invited, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff from Sunny Day Nurseries will be available to act as mediator if both parties wish it. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussion confidential. S/he will meet with Sunny Day Nurseries if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.
- Written records of all complaints and their outcome will be maintained by the Nursery Manager and made available to parents if requested. These records will also be made available to Ofsted. Records of complaints will be kept for a minimum of three years.
- In some circumstances, it will be necessary to bring in Ofsted, who have a duty to ensure laid down requirements are adhered to. Ofsted would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and Sunny Day Nurseries would be informed and there would be a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. Our aim is to resolve all complaints within a maximum of 28 days. We also believe that it is the best interest of Sunny Day Nurseries and parent(s)/carer(s) that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Directors Contact Details: Joy & David Scadden,  
Sunny Day Nurseries Limited,  
Middle Farm Barns, Middle Farm Way,  
Poundbury, Dorchester DT1 3WA  
Tel: 0845 88 88 123 option 4  
Email: [info@sunnydays.co.uk](mailto:info@sunnydays.co.uk)

Ofsted Contact Details: Ofsted – Early Years  
Piccadilly Gate  
Store Street  
Manchester, M1 2WD  
Tel: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## **PREMISES AND SECURITY**

**Sunny Day Nurseries Limited is committed to providing care and learning for children in a safe and secure environment. All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children at Sunny Day Nurseries Limited.**

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving Sunny Day Nurseries Limited's premises during the session.

These messages will be reinforced by both Sunny Day Nurseries Limited and its staff.

Safety and security procedures will be regularly reviewed by the Manager in consultation with staff and parents/carers.

Staff and any other authorised persons who are regular visitors to Sunny Day Nurseries Limited will be issued with either an identity badge or clearly identifiable clothing, which they are expected to wear them at all times while on Sunny Day Nurseries Limited's premises.

### **Supervision**

Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions set out in the Staffing policy.

The Manager will allocate responsibility to individual members of staff for observing and supervising the main entrance and exit points at the beginning and end of the session.

### **Visitors**

Sunny Day Nurseries Limited has a Visitors Book which is kept close to the main entrance in which visitors must sign on arrival, alongside giving the following information:

- Their name.
- The date and time of their arrival.
- The reason for their visit.
- Their expected departure time.

Visitors to Sunny Day Nurseries Limited will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on Sunny Day Nurseries Limited's premises. If the visitor has no suitable reason to be on Sunny Day Nurseries Limited's premises, then they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

A record will be made of any such incidents in the Incident Record Book, and the Manager will be immediately notified.

### **Admissions**

It is the responsibility of the Manager to ensure that an accurate record is kept of all children in Sunny Day Nurseries Limited, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (for exemptions to this rule, see the Visits and Outings policy). This process will be supplemented by regular head counts during the day.

Records of daily registers should be kept by Sunny Day Nurseries Limited for at least three years.

### **Arrivals**

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form on arrival. Further details of this procedure are contained in Sunny Day Nurseries Limited's Health, Illness and Emergency policy.

### **Missing Children Procedure**

If for any reason a member of staff cannot account for a child's whereabouts during a session at Sunny Day Nurseries Limited, the following procedure will be activated:

- The member of staff in question will inform both the Manager and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Manager will nominate two members of staff, one male and one female if possible, to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around Sunny Day Nurseries Limited.
- If after 15 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at Sunny Day Nurseries Limited.
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of Sunny Day Nurseries Limited's Site Security and Risk Assessment policies).
- All incidents of children going missing from Sunny Day Nurseries Limited will be recorded in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

### **Departures**

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must be one of those named on the Registration Form. Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children.

Permission and arrangements for children leaving Sunny Day Nurseries Limited alone at the end of a session will be a matter for discussion between the Manager and parents/carers, based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving Sunny Day Nurseries Limited alone must be submitted to Sunny Day Nurseries Limited before such arrangements are able to commence.

No child under the age of 12 years will be allowed to leave Sunny Day Nurseries Limited unaccompanied.

No adult other than those named on the Registration Form will be allowed to leave Sunny Day Nurseries Limited with a child. In the event that someone else should arrive without prior knowledge, Sunny Day Nurseries Limited will telephone the parent/carer immediately.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival. If the designated adult is late in picking up their child without prior warning, the provisions of the Uncollected Children policy will be activated.

Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

### **Uncollected Children Procedure**

If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.

- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent/carers or designated adults' answer phone. Furthermore, a note will be left on the door of Sunny Day Nurseries Limited's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from Sunny Day Nurseries Limited's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of Sunny Day Nurseries Limited until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at Sunny Day Nurseries Limited.

### **Absences**

If a child is going to be absent from a session, parents must indicate this to Sunny Day Nurseries Limited in advance.

If a child is absent without explanation for more than three days concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from Sunny Day Nurseries Limited could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. Sunny Day Nurseries Limited and its staff will always try to discover the causes of prolonged and unexplained absences.

### **Escorting Children between School and Sunny Day Nurseries Limited**

Where children are escorted between school premises and Sunny Day Nurseries Limited, the following procedures will be carried out:

The Manager will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the Risk Assessment policy.

A contact within the school will be identified, with whom the Manager will liaise.

A clear agreement will be reached between Sunny Day Nurseries Limited and the school about when responsibility for children's safety is officially transferred.

The Manager will ensure that an identical register of all children who require escorting between locations is kept by both the school and Sunny Day Nurseries Limited and updated daily.

A regular meeting place for children will be established within both the school and Sunny Day Nurseries Limited. If the meeting place is complex, children under eight should be escorted directly from and to classrooms and Sunny Day Nurseries Limited's premises.

There will always be two staff members accompanying any such group including a member of staff at the front and one at the rear.

Staff will ensure that children are given instructions on road safety.

If a child is absent from Sunny Day Nurseries Limited without prior warning, staff will check to see if they attended school that day – they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parents/carers.

### **Transport**

Where possible, Sunny Day Nurseries Limited will use a minibus when escorting children longer distances. When escorting children by minibus or other private vehicle, staff will ensure that the following rules are always adhered to:

- Where possible, in addition to the driver, there will always be at least one adult supervising at all times. This adult will be seated in the back of the vehicle and nearest to the door. All adults, who are involved in the transportation of children, will have appropriate and up to date Criminal Records Bureau checks.
- Where possible, children should not sit at the front of a minibus.
- All vehicles are suitably insured and all children are wearing seat belts and potentially seated on a booster cushion if required.
- No child is left in a vehicle unattended
- Records are kept about the vehicles in which children are transported, including insurance details and a list of named drivers.
- Drivers using their own transport have adequate insurance cover.

### **Closing the nursery in an emergency**

In very exceptional circumstances, Sunny Day Nurseries Limited may need to be closed at very short notice due to an unexpected emergency. Such incidents could include:

- Serious weather conditions (combined with heating system failure).
- Burst water pipes.
- Discovery of dangerous structural damage.
- Fire or bomb scare/explosion.
- Death of a member of staff.
- Serious assault on a staff member by the public.
- Serious accident or illness.

In such circumstances, the Manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.  
Date of review: 10<sup>th</sup> January 2014

## **VISITS AND OUTINGS**

**Sunny Day Nurseries Limited believes that visits and outings play an important and enriching role in the programme of activities that we provide for children. However, during such events, the safety of children remains paramount.**

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.

The Manager will ensure that a thorough risk assessment has been carried out prior to the proposed visit of an outing, according to the provisions set out in the Risk Assessment policy. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the Manager will write to the venue requesting all relevant information and a risk assessment statement where available.

Sunny Day Nurseries Limited will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution. Evaluation will be undertaken following the visit or outing.

Children will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

### **Parental Consent**

No less than two weeks before a proposed visit or outing, Sunny Day Nurseries Limited will send a letter and the Visits and Outings Form to parents/carers giving them detailed information about the proposed event. This will include a full programme of activities, any costs involved, an outline of any journey involved and the mode of transport being used as well as approximate arrival and departure times.

Parental consent is needed for all off-site visits and outings. The Manager will take a photocopy of the signed Visits and Outings Forms on the trip while the original will be stored in Sunny Day Nurseries Limited's records.

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. No child who does not have a signed consent form will be allowed to participate.

### **During visits and outings**

High staff ratios will apply taking into account any child with Special Education Needs who may require one-to-one support.

Ratios:-

- Babies 3 – 18 months - 2 babies to 1 adult
- Toddlers 18 months - 2yrs 9 months - 2/3 children to 1 adult depending upon the ages of those children being taken out
- Pre-school 2yrs 9 months – 5yrs - 3/5 children to 1 adult again depending upon the ages of those children being taken out and the area in which they are going
- Out of School Club 5 – 14yrs - 5 children to 1 adult

Where numbers take us above this ratio, extra volunteer help will be sought in order for the outing/visit to take place.

A map of route to be taken to site of outing/visit will be prepared and given to the Manager before leaving site – contingencies will be clearly shown.

- Children will remain under close supervision at all times.
- The children will all wear stickers/hats to ensure they are easily identifiable as belonging to Sunny Days.



- The Unit Supervisor/Manager will ensure that a full First Aid kit is on hand, in compliance with the relevant provisions of the Health, Illness and Emergency policy. The Unit Supervisor/Manager will also ensure that at least one member of staff accompanying the outing will have received first-aid training and is identified in the group.
- Two designated members of staff will keep nursery mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings. These numbers will also be left at Sunny Day Nurseries Limited in case of an emergency.
- A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.
- A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff left on duty at Sunny Day Nurseries Limited's premises (if staff numbers allow for such a provision).

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## **EQUALITY OF OPPORTUNITIES**

**Sunny Day Nurseries Limited is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.**

Sunny Day Nurseries Limited's equal opportunities procedures aim to help everyone involved in Sunny Day Nurseries Limited to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

Sunny Day Nurseries Limited aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. Sunny Day Nurseries Limited will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

Sunny Day Nurseries Limited recognises that achieving the objectives of our equal opportunities policy relies on the active involvement of parents/carers. As such, Sunny Day Nurseries Limited will both welcome and encourage parents and carers to get involved in the running and management of Sunny Day Nurseries Limited, and to comment on the effectiveness of its policies and procedures.

Sunny Day Nurseries Limited will facilitate regular opportunities for consultation with parents/carers about the service that Sunny Day Nurseries Limited provides, as a means of monitoring the effectiveness of the equal opportunities policy.

### **Equal Opportunities Procedures**

To realise Sunny Day Nurseries Limited's objective of creating an environment free from discrimination and welcoming to all, Sunny Day Nurseries Limited will:

- Appoint a member of staff to monitor the implementation of our Equal Opportunities Policy and procedures.

The named person regarding Equal Opportunities (ENCO) at the nursery is:

..... (*insert name*)

- Ensure that its services are open and available to all parents/carers and children in the local community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing Sunny Day Nurseries Limited's services.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing Sunny Day Nurseries Limited's programme of activities.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Ensure that Sunny Day Nurseries Limited's recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavour to recruit a staff team that reflects the make-up of Sunny Day Nurseries Limited's local community.
- Ensure that all members of staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of its work.

- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary Procedures, the Behaviour Management, and Dealing with Racial Harassment policies.
- Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the Staff Disciplinary Procedures policy.
- Work to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000 and the Equal Pay Act 1970.

The Manager will be responsible for ensuring that the Equal Opportunities policy is implemented and that its effectiveness is regularly monitored. They will be responsible for ensuring that:

- Staff receive appropriate training.
- The Equal Opportunities policy is consistent with current legislation and guidance.
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes become apparent.

All Sunny Day Nurseries Limited’s policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in anyway against its commitment to equal opportunities.

**Special Educational Needs and Disability Procedures**

Sunny Day Nurseries Limited is committed to the integration of all children in its care. Sunny Day Nurseries Limited also believes that children with special educational needs and/or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other children. Whenever possible, children with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers. Everybody stands to gain if all children are allowed to share the same opportunities and are helped to overcome any disadvantages that they may face.

The policies, procedures and practices of Sunny Day Nurseries Limited in relation to children with special educational needs and/or physical disabilities are consistent with current legislation and guidance. These include the Special Educational Needs and Disability Act 2001 and the Equality Act 2010.

Sunny Day Nurseries Limited believes that by identifying individual needs and taking proactive steps alongside parents/carers and other statutory professionals or agencies, all children should be able to play a full, active and equal part in Sunny Day Nurseries Limited’s activities and curriculum.

The Manager will appoint a member of staff as the Special Educational Needs Co-ordinator (SENCO) to manage provision for children with special educational needs and/or physical disabilities. This individual will be fully trained and experienced in the care and assessment of such children.

The named person regarding Special Educational Needs (SENCO) at the nursery is:

..... (*insert name*)

The role of the SENCO is to take responsibility for the day-to-day operation of the nursery’s SEN policy and to co-ordinate provision for children with SEN, particularly through Early Years Action and Early Years Action Plus.

All members of staff will be expected to assist the Special Educational Needs Co-ordinator in caring for children with special educational needs and/or physical disabilities. The Co-ordinator’s responsibilities will include:

- Working alongside the Manager to ensure that all staff are aware of all legislation, regulations and other guidance on working with children with special educational needs and/or physical disabilities.
- Working with the Manager to ensure that all staff who work with children with special educational needs and/or physical disabilities and have appropriate skills and training.
- Ensuring that the additional or different interventions deployed as Early Years Action are recorded on an Individual Education Plan (IEP).
- Co-ordinating regular monitoring and reviews (at least three times a year) of children's progress; involving parents/carers, other members of staff, relevant representatives from statutory agencies and, if appropriate, the child themselves. Alongside the Manager, they will also be responsible for ensuring that any actions following such reviews are followed through.
- Assessing each child's specific needs and adapting Sunny Day Nurseries Limited's facilities, procedures, practices and activities as appropriate.
- Ensuring that systems are in place to adequately plan, implement, monitor, review and evaluate the Special Educational Needs policy.
- Ensuring that children with special educational needs and/or physical disability are fully considered when activities are being planned and prepared.
- Ensuring that the privacy of the child is respected when intimate care is being provided.
- Liaising with parents/carers about the needs of their children and the plans and actions of Sunny Day Nurseries Limited, as well as being the point of contact for parents/carers.
- Liaising with other agencies and seeking advice, support and training for themselves and other staff as is necessary.
- Supporting other members of staff to become more skilled and experienced in the care of children with special educational needs and/or physical disabilities.
- Ensuring that all children are treated with equal concern and respect and are encouraged to take part in all activities.
- Ensuring that accurate observations and assessments of children's progress are regularly made and properly recorded.
- Ensuring that only the following members of staff will have access to children's records: Nursery Manager/Deputy, Room Supervisor, the child's Key Person and the SENCO. The records will be stored in a locked filing cabinet for security purposes.
- Ensuring that records and reviews are maintained and passed on to the next care setting in order to ensure continuity of care and information, preferably through a meeting.

### **Funding**

Support for children at Action level is funded by the government through the funding entitlement for 2 to 4 year olds.

Funding for children at Action Plus and those with statements may be available from the Special Education team in Dorset County Council's Education Department for up to 9 hours per week. This might be used to fund a member of staff to observe and support the child, for training and as laid down in the SEN Code of Practice.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## **INTIMATE CARE POLICY**

**This intimate care policy should be read in conjunction with the following:**

- \* **Safeguarding Policy & Procedures**
- \* **Health and Safety Policy & Procedures**
- \* **Policy for Administration of Medicines**
- \* **Special Educational Needs Policy**

Sunny Day Nurseries Limited is committed to ensuring that all staff are responsible for the intimate care of children and they will undertake their duties in a professional manner at all times. It is acknowledged that these adults are in a position of great trust.

Sunny Day Nurseries Limited recognises that there is a need to treat all children whatever their age, gender, disability, religion or ethnicity, with respect when intimate care is given. The child's welfare and dignity is of paramount importance. No child should be attended to in a way that causes distress or pain.

Staff must ensure while working with young children, the child feels safe, secure and happy. This involves being responsive to their needs, whilst maintaining professional standards in situations such as giving children cuddles and changing children.

Staff will work in close partnership with parents/carers to share information and provide continuity of care.

### **Definition**

Intimate care can be defined as any care which involves washing, touching or carrying out procedures to intimate personal areas which most people usually carry out themselves, but some children are unable to do this because of their young age, physical difficulties or other special needs. Examples include care associated with nappy changing, toileting, as well as more ordinary tasks such as help with washing and dressing.

It also includes supervision of children involved in intimate self-care.

### **Best Practice**

Staff who provide intimate care at Sunny Day Nurseries are trained to do so, including safeguarding, health and safety, and paediatric lifting. They are fully aware of best practice regarding infection control, including the need to wear disposable gloves and aprons where appropriate.

Staff will be supported too adapt their practice in relation to the needs of individual children taking into account developmental needs.

There is careful communication with each child who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss their needs and preferences. Where the child is of an appropriate age and level of understanding permission should be sought before starting an intimate care procedure.

All children will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for his/herself as possible.

Children who regularly require assistance with intimate care have written Individual Education Plans (IEP) or care plans agreed by staff, parents/carers and any other professionals actively involved. These plans include a full risk assessment to address issues such as moving and handling, personal safety of the child and staff. Any historical concerns (such as past abuse) should be noted and taken into account.

Where a care plan or IEP is not in place, parents/carers will be informed the same day if their child has needed help with meeting intimate care needs ( e.g. has had an 'accident' and soiled him/herself). It is recommended practice that information on intimate care should be kept confidential and communicated in person, by telephone or sealed letters.

Every child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child needs help with intimate care. Staff who assist children one-to-one are disclosure checked at the appropriate level.

It is not always practical for two members of staff to assist with an intimate procedure and also this does not take account of the child's privacy. It is advisable, however for a member of staff to inform another staff member when they are going to assist a child with intimate care.

Wherever possible the same child will not be cared for by the same staff member on a regular basis; there will be different staff known to the child who will provide care for the children. This ensures, as far as possible, that over-familiar relationships are discouraged from developing, while at the same time guarding against the care being carried out by a succession of completely different staff.

The religious views and cultural values of families should be taken into account, particularly as they might affect certain practice or determine the gender of the staff.

All staff are aware of the confidentiality policy and sensitive information will only be shared with those who need to know.

### **Safeguarding**

Staff have access and adhere to the Sunny Day Nurseries Limited Safeguarding Policy and Procedures.

From a child protection perspective it is acknowledge that intimate care involves risks for children and staff as it may involve staff touching private parts of a child's body. It may be unrealistic to expect to eliminate these risks completely but within the nurseries best practice is promoted and all staff are vigilant at all times.

To minimise the risk of allegations the nursery promotes good practice in the following ways:

- Although it is appropriate to hug the children, staff are advised to do this in an appropriate manner taking into account the age and development of the children, always in view of others and not in isolation.
- When changing children, their nappies or wet/soiled clothing, the door will remain open and for a member of staff to inform another staff member of what is happening.
- Inappropriate behaviour, such as over tickling, over boisterous or inappropriate questions such as asking a child to tell them they love them, is discouraged.

Management will challenge inappropriate behaviour in line with Sunny Day Nurseries disciplinary procedures.

Where appropriate all children will be taught personal safety skills carefully matched to their level of development and understanding.

If a staff member has any concerns about physical changes in a child's presentation e.g. unexplained marks, bruises, soreness etc they will immediately report concerns to the Nursery Manager or designated Safeguarding Officer. A clear written record of the concerns will be completed and a referral made to the LCSB if necessary, in accordance with inter-agency procedures. Parents will be asked for their consent or informed that a referral is necessary prior to it being made unless it is considered that to do so will place the child at risk from harm.

If a child becomes distressed or very unhappy about being cared for by a particular staff member, this is then reported to the supervisor of the room. The matter will be investigated at an appropriate level (Nursery Manager) and the outcome recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution. Staff schedules will be altered until the issue(s) are resolved so that the child's needs remain paramount. Further advice will be taken from outside agencies if necessary.

If a child makes an allegation against an adult working at the nursery this will be investigated by the Nursery Manager in accordance with the agreed procedures.

If any staff member and/or parents/carers have concerns or questions about the conduct of other staff members at the nursery or about improper practice this must report this to the Nursery Manager and/or Directors at the earliest opportunity – see page 1 regarding whistleblowing.

### **Medical Procedures**

Any member of staff who administers First Aid will be appropriately trained. If an examination of a child is required in an emergency aid situation another member of staff will be present and due regards for the child's privacy and dignity will be upheld.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## **WELFARE REQUIREMENT**

**The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill.**

## **HEALTH, ILLNESS AND EMERGENCIES**

**Sunny Day Nurseries Limited is committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care.**

### **Medicines**

Medication will never be given without the prior written request of the parent/carer and a written and signed instruction from the child's GP, including frequency, dosage, any potential side effects and any other pertinent information

A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

- Prior consent is arranged.
- All necessary details are recorded.
- That the medication is properly labelled and safely/appropriately stored during the session.
- Another member of staff acts as a witness to ensure that the correct dosage is given.
- Parents/carers and staff members administering/witnessing sign in the Medication Record to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record.

Staff will not administer 'over the counter' medication, only that prescribed by the child's GP and /or a qualified pharmacist. Medication containing aspirin should only be given if prescribed by a doctor.

Where children carry their own medication (asthma pumps or insulin for example), Sunny Day Nurseries Limited recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name. Written consent must be given by parents/carers for this medication to be administered either daily or through a covering letter detailing prescribed medication, dosage, and times to be administered if treatment is ongoing.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Full details of all medication administered at Sunny Day Nurseries Limited, along with all Medication Forms, will be recorded and stored in the Medication Record Book.

### **Staff taking medication**

Staff members are required to inform their Manager if they are taking medication prescribed by their GP. The Manager will determine if they are able to work, and only if the medication being taken does not impair with that staff members ability to look after children.

Staff medication on the premises must be securely stored, and kept out of reach of children, at all times.



### **In the Event of a Major Accident, Incident or Illness**

Sunny Day Nurseries Limited requests that parents/carers complete and sign the Registration Form, enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at Sunny Day Nurseries Limited.

In the event of such an event, the following procedures will apply:

- In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action.
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.
- If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Registration Form has been completed and signed.
- If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of Sunny Day Nurseries Limited's Infectious and Communicable Diseases policy will govern the child's return to Sunny Day Nurseries Limited).
- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by Sunny Day Nurseries Limited and its staff.
- All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by Sunny Day Nurseries Limited and its staff.
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in Sunny Day Nurseries Limited's policies or procedures, and act accordingly, making suitable adjustments where necessary.

### **In the Event of a Minor Accident, Incident or Illness**

- In the first instance, the designated First Aider will be notified and take responsibility for deciding upon any appropriate action.
- If the child does not need hospital treatment and is judged to be able to safely remain at Sunny Day Nurseries Limited, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves.
- If and when the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session.
- At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given.
- If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible (from this point on, the provisions of Sunny Day Nurseries Limited's Infectious and Communicable Diseases policy will govern the child's return to Sunny Day Nurseries Limited).
- All such accidents and incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book and parents/carers should sign to acknowledge the incident and any action taken.

- The Manager and any other relevant staff should consider whether the accident or incident highlighted any actual or potential weaknesses in Sunny Day Nurseries Limited's policies or procedures, and make suitable adjustments if necessary.

In circumstances where the designated First-Aider is absent, the Manager will assume all responsibilities, or nominate an appropriately trained replacement.

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at Sunny Day Nurseries Limited, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.
- Staff may only administer medication to the child if it is prescribed by a GP, and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form.
- Staff have the right to decline such a request from a parent/carers if they are in any way uncomfortable with this. Sunny Day Nurseries Limited is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

### **First Aid**

Under duties set out in the Health and Safety (First Aid) Regulations 1981, Sunny Day Nurseries Limited recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at Sunny Day Nurseries Limited.

Sunny Day Nurseries Limited has a designated member of staff responsible for First Aid. This person has an up to date First Aid certificate. They are responsible for maintaining the correct contents of all First Aid boxes and administering basic First Aid when necessary and appropriate.

The Manager and the designated member of staff will ensure that there is a fully trained First Aider available at all times during sessions at Sunny Day Nurseries Limited. The Manager will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981.

The box should contain:

- A card or leaflet giving general guidance
- Sterile triangular bandages
- Adhesive plasters
- A sterile eye pad with attachment
- Cotton wool
- Crepe bandages
- A sterile gauze
- Micropore tape
- Sterile cornering for serious wounds
- Individually wrapped assorted dressings
- Waterproof disposable gloves
- A disposable bag for soiled material

The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around Sunny Day Nurseries Limited's premises.

A First Aid box will be taken on all off site visits or outings. This is the responsibility of the designated First Aider, or where this is not possible, the Manager.

### **Sun Protection**

The Manager and staff understand the dangers posed to children and themselves by over exposure to the sun.

In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection should also be kept on the premises, Sunny Day Nurseries Limited will keep a store of Factor 50 supermarket own brand sunscreen for those children whose parent/carer do not provide their own sunscreen. This should only be administered and applied with permission from parents/carers . Children will also be encouraged to wear a hat when playing outside in the sun.

When deemed necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has be given by the parent/carer on the Registration Form.

In hot weather, staff will encourage children to drink water frequently. Staff should also ensure that shady areas out of the sun are always available to children when playing outside.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## **FOOD AND DRINK**

**Sunny Day Nurseries Limited is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The Manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.**

When preparing food and drink, staff will be mindful of the provisions of the Hygiene policy so as to ensure that the safety of staff and children is paramount. Staff wear disposable gloves when preparing & handling food. In addition to these provisions, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

The Manager and staff are mindful of their responsibilities and obligations under the Food Safety Act 1990. Sunny Day Nurseries Limited is registered with the local authority to provide food. All staff who either handle or prepare food have up to date Food Handling Certificates and are fully trained in food storage, preparation, cooking and food safety.

As part of a child's settling in period, Sunny Day Nurseries Limited requires that the parents and carers complete the Registration Form, including information about any special dietary requirements or allergies the child suffers from, along with their food and drink preferences. The Manager and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences. All vegetarian alternatives on offer will resemble the meat equivalent whenever possible.

Menus are planned in advance as part of a lengthy regular review by the nursery cooks based on healthy nutritious food, children's preferences and cultural diversity. The menus are on display for parents/carers and a sample menu is provided in the Welcome Pack. Parents/carers and children's suggestions for meals and snacks are encouraged, particularly as part of the satisfaction survey.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

Sunny Days considers all meal times to be an important and integral part of each child's day. They are recognised as an important learning opportunity. Emphasis is placed on child participation. Staff sit down with the children and, where possible, eat the same meal. Children are encouraged to lay tables, set out chairs and help clear away.

### **Healthy Eating**

Sunny Day Nurseries Limited recognises the importance of healthy eating and a balanced and nutritious diet. Because of this, Sunny Day Nurseries Limited will endeavour to make a variety of foods available including; meat, vegetarian and vegan options, plenty of fruit and low fat and low sugary food. Menus are planned in advance and food offered is fresh, wholesome and balanced. Each meal includes the following elements: - protein for growth, carbohydrate for energy, essential minerals and vitamins in raw foods, salad and fruits.

Sunny Day Nurseries Limited will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. Sunny Day Nurseries Limited will provide a choice of non-sugary drinks and make sure that fresh drinking water is available at all times.

### **Cultural and Religious Diversity**

Sunny Day Nurseries Limited and its staff are committed to embracing the cultural and religious diversity of the families who use our services. The Manager and staff will work with parents/carers to ensure that any particular dietary requirements are met. Sunny Day Nurseries Limited is also keen to help introduce children to different religious and cultural festivals and events through different types of food and drink session.

### **Morning snack**

Freshly prepared fruit, raw vegetables and dried fruits are offered to the children who help themselves to the food of their choice. Each child has a plate or bowl.

Toddlers and Pre-School children are encouraged to serve themselves with milk or water.

### **Lunch Time**

All meals are freshly prepared on a daily basis.

Children sit down at tables or in high/low chairs (with appropriate safety harnesses) to share their meal together. Appropriate crockery and cutlery is used. Staff encourage children to help themselves to various ingredients of the lunch menu, including pouring their own water.

### **Afternoon snack**

A selection of homemade wholemeal bread sandwiches, fresh fruit and vegetables, dried fruit, bread sticks, rice cakes are offered at this time. Biscuits and cakes cooked in our kitchens are provided occasionally during the week.

Water or milk is available.

### **Lunch Boxes**

Sunny Days would like to encourage all parents to allow their children to have a hot lunch with their friends. However we recognise that sometimes this is not a preferred option. We have researched 'healthy' lunch box foods and list these suggestions inside our 'Welcome Pack'.

Lunch Boxes are stored in a cool environment within the Nursery. Parents/carers are requested to supply food in suitable containers and ensure they are labelled.

Children are given plates from which to eat their food and can help themselves to fresh water.

### **Cooking Activities**

When cooking with the children, the staff will provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.

The staff will also provide recipes from various cultures, promoting and encouraging the children's understanding of multi-cultural diversity.

**We believe that an appreciation of food and nutrition is an integral part of the life-learning process for all children. We will incorporate food within our curriculum planning to extend knowledge and understanding.**

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## INFECTIOUS AND COMMUNICABLE DISEASES

Sunny Day Nurseries Limited is committed to the health and safety of all children and staff who play, learn and work here. As such, it will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In such cases, the provisions of the Health, Illness and Emergency policy will be implemented.

In accordance with the procedures set out in the Health, Illness and Emergency policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside opening hours, they should notify Sunny Day Nurseries Limited as soon as possible. The minimum exclusion periods outlined in the table below will then come into operation.

If any infectious or communicable disease is detected on Sunny Day Nurseries Limited's premises, Sunny Day Nurseries Limited will inform parents/carers personally in writing as soon as possible. Sunny Day Nurseries Limited is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it.

### Minimum Exclusion Periods for Illness and Disease

DISEASE	PERIOD OF EXCLUSION
Antibiotics prescribed	First 24 hours
Chicken Pox	5 days from when the rash first appeared
Conjunctivitis	None
Diarrhoea	48 hours
Diphtheria	2-5 days
Gastro-enteritis, food poisoning, Salmonella and Dysentery	48 hours or until advised by the doctor
Glandular Fever	None
Hand, Foot and Mouth disease	None
Hepatitis A	7 days from onset of jaundice & when recovered
Hepatitis B	None
High temperature	24 hours
Impetigo	Until the skin has healed or 48 hours after commencing antibiotics
Infective hepatitis	7 days from the onset
Measles	4 days from when the rash first appeared
Meningitis	Until certified well
Mumps	5 days minimum or until the swelling has subsided
Pediculosis (lice)	Until treatment has been given
Pertussis (Whooping cough)	5 days from commencing antibiotics or 21 days from the onset
Plantar warts	Should be treated and covered
Poliomyelitis	Until certified well
Ringworm of scalp	None
Ringworm of the body	None
Rubella (German Measles)	6 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever and streptococcal infection of the throat	24 hours from the start of the antibiotic treatment
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Warts (including Verrucae)	Exclusion not necessary. Sufferer should keep feet covered.

If we have reason to believe that any child is suffering from a notifiable disease identified as such in the Public Health (Infection Diseases) Regulations 1988, we will inform Ofsted. We will act on any advice given by the Health Protection Agency and inform Ofsted of any action taken.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## **HYGIENE**

**Sunny Day Nurseries Limited recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to children, staff and other visitors.**

The Manager and staff are committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

### **Personal Hygiene**

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink.
- Washing hands after using the toilet.
- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while at the premises.
- Keeping long hair tied back.
- Taking any other steps that are likely to minimise the spread of infections.

### **Hygiene in Sunny Day Nurseries Limited**

The Manager and all staff will be vigilant to any potential threats to good hygiene in Sunny Day Nurseries Limited. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, the Manager will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children. Staff will also be vigilant to any sharp objects, such as glass, which may be on the premises.

### **Dealing with Spillages**

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

### **First Aid and Hygiene**

Further to the provisions set out in the Health, Illness and Emergency policy, the designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children.

As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

### **Food and Drink Hygiene**

All areas where food and drink are stored, prepared and eaten are prone to the spread of infections. Therefore, staff must be particularly careful to observe high standards of hygiene in such instances – see detailed procedures.

### **Animals**

No animal will be allowed on the premises without the prior knowledge and permission of the Manager. Children are strongly discouraged from bringing pets or other animals to Sunny Day Nurseries Limited, and parents/carers are asked to help enforce this rule. If for any reason an animal does come onto the premises, the Manager will be immediately informed.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014

## **SMOKING, ALCOHOL AND DRUGS**

**Sunny Day Nurseries Limited strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at anytime. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.**

### **Drugs**

Staff, students, volunteers or children who arrive at Sunny Day Nurseries Limited clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented. In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Manager must be informed as early as possible.

If a child is found in possession of illegal drugs on the premises, their parent/carer will be informed at the end of the session. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the Manager and the designated Safeguarding Children Officer, according to the provisions of the Safeguarding policy.

In such circumstances, the Manager and the Safeguarding Children Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs.

Where an illegal act is suspected to have taken place, the police will be called.

### **Alcohol**

Staff, students, volunteers or children who arrive at Sunny Day Nurseries Limited clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their parent/carer will be informed at the end of the session. Staff are strongly advised not to bring alcohol onto Sunny Day Nurseries Limited's premises.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the Manager and the designated Safeguarding Children Officer, according to the provisions of the Safeguarding policy.

The Manager and the Safeguarding Children Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit.

Where an illegal act is suspected to have taken place, the police will be called.

### **Smoking**

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors. If a child is found in possession of cigarettes on the premises, they will be confiscated and their parent/carer informed at the end of the session.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014



## **WELFARE REQUIREMENT**

**Children's behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs.**

## **BEHAVIOUR MANAGEMENT**

Sunny Day Nurseries Limited recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else.

The aims of our Behaviour Management policy are to help children to

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self discipline and self esteem in an atmosphere of mutual respect and encouragement.

### **Behaviour Management Strategies**

Sunny Day Nurseries Limited, the Manager and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Behaviour management in Sunny Day Nurseries Limited will be structured around the following principles:

- Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in Sunny Day Nurseries Limited. These will be periodically reviewed so that new children have a say in how the rules of Sunny Day Nurseries Limited operate.
- Sunny Day Nurseries Limited's 'ground rules' will apply equally to all children and staff.
- Positive behaviour such as kindness and a willingness to share will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.
- When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
- Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Staff will not shout, raise their voices or use their physical presence in a threatening way.
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will try to discuss concerns with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of negative behaviour and share strategies for dealing with it.

- Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.
- Activities will be varied, well planned and structured, so that children are not easily bored or distracted.

### **Dealing with Negative Behaviour**

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

'Disruptive' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the activity session.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

### **Dealing with children who bite**

Biting is a common behaviour that some young children go through as part of their development and where they do not have the words to communicate their anger, frustration or need. At Sunny Day Nurseries Limited we follow our behaviour management strategies above to promote positive behaviour at all times.

However in the event of a child being bitten the following procedure will be followed:

The child who has been bitten will be comforted and checked for any visual injuries. First aid will be administered where necessary. An accident form will be completed and the parents/carers will be informed as soon as possible in person or via telephone. The bitten area will be continued to be observed for signs of infection.

The child who has caused the bite will be told in terms they understand that biting (the behaviour and not the child) is unkind. The child will be asked to say sorry if developmentally appropriate or show they are sorry e.g. through hugging. An incident form will be completed and shared with the child's parents/carers.

For confidentiality purposes and possible conflict the names of the children involved will not be disclosed to the parents/carers.

If a child continues to bite, observations will be carried out to distinguish a cause, e.g. tiredness or frustration. Meetings will be held with the child's parents/carers and the Unit Supervisor or child's Key

Person to develop strategies to prevent biting behaviour. Parents/carers will be reassured that it is part of a child's development and not made to feel that it is their fault.

### **The Use of Physical Interventions**

Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the Manager or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, the Manager will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

If a staff member commits any act of violence or abuse towards a child at Sunny Day Nurseries Limited, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures.

### **Negative Behaviour towards Sunny Day Nursery staff members**

At Sunny Day Nurseries Limited we believe that we have a strong partnership with our parents/carers and an open door policy to discuss any matters arising.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent/carer away from the children and into a private area, such as the office. Inform the Manager of what is happening
- Ensure that a second member of staff be in attendance, whilst ensuring the safe supervision of the child. Where possible this should be the Manager.
- Act in a calm and professional way, ask the parent/carer to calm down and make it clear we do not tolerate aggressive or abusive language or behaviour.
- Contact the police if the behaviour does not diffuse

- Once the parent/carer calms down, the member of staff will then listen to their concerns and respond appropriately.
- An Incident report will be completed detailing the time, reason and action taken.
- With incidents like this staff may require support and reassurance following the experience, management will provide this and seek further support where necessary.
- Management will also signpost parents/carers to further, if applicable.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Date of review: 10<sup>th</sup> January 2014