

Policies and procedures



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Equality of opportunity

Policy statement

The Child First Equality of Opportunity policy recognises that all have a right to their distinctive and diverse identities and that all people are different and must be treated as individuals.

We will provide a supportive, open environment where all children and employees have the opportunity to reach their full potential. Child first nurseries recognise that we have the ability to promote equality of opportunity for all our users by making our services more responsive to all communities and individual needs. The company values the diversity of all communities, and wants all its services, facilities and resources to be accessible and useful to every individual.

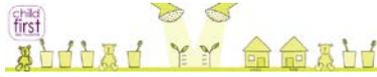
We also recognise that our ability to meet these diverse needs is improved by having a diverse workforce which generally reflects local population and has the skill and understanding to achieve our service objectives.

We are committed to valuing diversity in our workforce and to developing and training our employees to improve their ability to meet our goals; within an overall framework of equality.

Child first is committed to the integration of children with special educational needs at all of their nurseries. We believe that provision for children in the early years and assessment of their needs are of paramount importance and will give the best long term benefits to children, families and the whole community. We recognise that all children, including those with special needs have the same rights to development care and play. All children attending our nurseries will be offered the same opportunities with support and assistance available to overcome any disadvantage they may face.

Child first nurseries will manage the provision of an access to high quality affordable childcare. We will promote equality of opportunity through our relationships with children, parents, families and carers by:

- Differentiating provision within the curriculum.
- Identifying and actively seeking to reduce barriers to inclusion by using the 'barriers to learning and participation handbook.'
- Regularly seeking views and feelings of all families by giving out parents questionnaires and holding parents evenings.
- By using settling in visits to find out needs of the individual children. (See settling in policy)
- Providing each child with a key person so they can plan for each child's individual needs.
- Providing child sized and appropriate equipment and resources.
- Utilising resources, gaining support and advice from external agencies and services where possible
- Providing visual labels for resources, pegs and drawers.
- Provide suitable toilet and changing facilities.
- Ensuring all children can be included.
- Providing positive images and role models of diversity to acknowledge and illustrate non-stereotypical roles, racial, cultural and religious diversity and disability.
- Providing wheel chair access where possible and ensuring play and toileting/changing areas are accessible to all children. Lift and ramp access will be provided where appropriate.
- Making appropriate arrangements so that all children can take part in activities and are encouraged to do so.
- Employing members of staff who are experienced in the care of children with generic special needs. The training needs of all staff will be identified. Appropriate staff training will be a priority
- Outings/ visits are organised, Children with special needs will always be included with appropriate travel and care arrangements made.
- Support will be offered to parents/carers by the staff team and/or referrals will be made or suggested.
- Maintaining accurate records based on appropriate observation.
- Ensuring children's home language is valued and used to support learning, for example; a few words learned by staff to ensure children feel comfortable.



The EYFS framework

- We ensure that all children have the opportunity to experience a challenging and enjoyable programme of learning.
- We respect each child's personal learning journey and encourage each child to recognise their own unique and individual qualities and characteristics.
- We provide activities and experiences for the children which celebrate diversity.
- Our observation, assessments and planning process allows the key person to plan for children's individual needs.
- We work within the EYFS framework to provide activities which are appropriate to their age, stages of development and levels of understanding.
- We differentiate activities and experiences to suit children's individual needs can participate in them including those with special needs (see SEN policy)
- We plan opportunities that build on and extend all children's knowledge, experiences, interests and skills and develop their self esteem, confidence and ability to learn.

A commitment to working with parents and other agencies.

At child first we are committed to working alongside parents. We do this by valuing them and supporting them. (See parents as partners, policy)

We listen to our parents views and have a parents complaint policy. (see parents complaint policy)

We are committed to working in partnership with other settings, other professionals and with individuals and groups in the community to support children's development towards the outcomes of Every Child Matters.

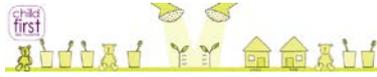
We do this by:

- Attending meetings with outside agencies i.e, child in need meetings, CORE group meetings, SEN statement reviews.
- Liaise with EYCS inclusion team to gain advice and support for individual children.
- Attend network meetings to gain up to date knowledge and share information.
- Sharing relevant information where appropriate.
- Making sure the child's needs are central to any transition between one setting and another.
- Making sure there is effective communication between settings to ensure the children's needs are met and there is continuity in their learning.
- Taking time to listen to other professionals and be open about differences of language and approach.

SEN code of practice

The fundamental principles of the code of practice are:

- A child with special educational needs should have their needs met
- The special educational needs of children will normally be met in mainstream schools or settings
- The views of the child should be sought and taken into account
- Parents/carers have a vital role to play in supporting their child's education
- Children with special educational needs should be offered full access to a broad, balanced and relevant education, including an appropriate curriculum for the Foundation Stage



Code of Practice definition of Special Educational Needs

Children have special education needs if they have a learning difficulty, which calls for special educational provision to be made for them.

At pre-school age children have a learning difficulty if they:

- a) Have significantly greater difficulty in learning than the majority of children of the same age.
Or
- b) Have a disability which prevents or hinders them from making use of educational facilities of any kind generally provided for children of the same age in schools within the area of the local education authority.
- c) Children must not be regarded as having a learning difficulty solely because the language or form of language of their home is different from the language in which they will be taught.

(SEN Code of Practice 1:3)

All our nurseries will have an appointed Special Needs Co-ordinator (SENCO) who has knowledge of the Code of Practice (1994) in relation to special needs.

We will use a graduated response to any SEN which is a model of action and intervention in schools and early education settings to help children who have special educational needs. The approach recognises that there is a continuum of special educational needs and that where necessary, increasing specialist expertise should be brought to bear on the difficulties that a child may be experiencing.

The SENCO will work closely with the head of the setting and colleagues and has overall responsibility for:

1. Ensuring clear communication with parents
2. Information gathering – ensuring relevant background information about individual children with SEN is collected, recorded and updated
3. Monitoring and record keeping
 - a. Ensuring that appropriate Individual Education Plans (IEPs) are in place
 - b. Taking the lead in further assessment of the child's particular strengths and weaknesses
4. Liaising with other early education settings in the area, mainstream primary schools and special schools
5. Liaising with the Local Authority about SEN issues
6. Liaising with outside agencies
7. Considering the child's views and opinions
8. Supporting and being a reference point for colleagues on all SEN matters
9. Attending relevant training and ensuring other members of staff attend relevant training

The named SENCO for the setting Chelestina Gardner.

Training undertaken:

Autistic spectrum Disorders (ASD) in the early years (February 2013)

Background to safeguarding children, introduction to Child Abuse, information sharing, if you have a concern, Responding to a disclosure 16th Feb 2012

Opening minds, opening Doors, disability inclusion training 22nd March 2011



Promoting and valuing diversity and differences

- Encouraging an understanding of spiritual development by reflecting all faiths and encouraging the tolerance of all faiths including the promotion and celebration of religious festivals and their meaning. Each Child First nursery will aim to enjoy and celebrate religious/ personal events relevant to the community they serve.
- Ensuring all our publicity demonstrates equality of opportunity
- Having in place policy/ procedure to deal with inappropriate practices and attitudes, action to be taken should discrimination occur.
- Asking parents information about the country they are from to gather information to make displays available for the children to view

Discriminatory remarks or behaviour:

- We at child first take all incidents of discrimination very seriously and aim to challenge overt prejudice and discrimination when it does occur in a way that is sensitive and constructive.
- As a staff team we aim to recognise and examine our own beliefs and prejudices in relation to our practice.
- We would fully support any child, member of staff or parent who encountered discrimination or harassment in a sensitive and constructive manner.

Actions to be taken:

- Any concerns of discrimination should be reported to the manager in first instance.
- The concern may be raised to the proprietor.
- The management team will consider whether discrimination has occurred and agree on appropriate actions and response. The response will be made in writing to the person raising the concern. Actions will be implemented and monitored as appropriate. A report will be produced detailing the incident and recording any actions or outcome, and where appropriate other agencies will be informed.

Relevant legislation:

- Equality Act 2010
- Race Relations Act 1976 and Race Relations (Amendment) Act 2000
- The children's Act 1989
- The disability Discrimination Act 1995 (Amendment Regulations 2003)
- The Sex Discrimination Act (SDA) 1975 (Amendment Regulations 2003)
- The employment Equality (Sexual Orientation) Regulations 2003
- The employment Equality (Religion or belief) Regulations 2003
- The employment (Age) Regulations 2006

Behaviour

At child first we aim to encourage children to value and respect each other and believe in using positive methods as outlined in our behavioural management policy.

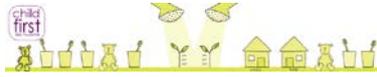
The named behavioural management co-ordinator is **Chelestina Gardner**.

Monitoring and reviewing policy:

- The effectiveness of this policy is monitored by the equalities representatives and the management teams of the setting.
- The policy will be reviewed every 6 months or as and when required.
- Views of the whole staff team and parents/carers are taken into consideration when reviewing the policy.

Actions/way forward:

- We conduct an equality and inclusion Audit and action plan every 6 months



Parents as partners

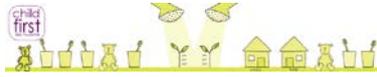
Policy statement

Child first nurseries will ensure that parents/carers are provided with the opportunity to actively participate in all aspects of our nursery. Where appropriate, this will include the review and implementation of policy and decision-making processes, and the delivery of services to their children.

Through this policy and the appointment of professional staff, we aim to make parents/carers feel comfortable in our nurseries and that the staff team are friendly, approachable and attentive to their needs and the needs of their children.

Child first nurseries aim to achieve this by:

1. Open access at all times to parents/carers.
2. Consulting and seeking guidance from parents/carers when planning and implementing child care practices.
3. Having an 'open invitation' to parents/carers
4. Parents/carers having the opportunity to discuss and review their children's progress at regular developmental evenings or at any other time
5. Parents/carers will have access to their children's records at all times.
6. Informing all parents/carers of the policies, procedures and guidelines the nursery operates by.
7. Establishing varied and effective parents/carers methods of communication, making a two-way flow of information, knowledge and expertise between parent/carers and practitioners.
8. Supporting parents and 'sign posting' them to support from other agencies.
9. Valuing all families by displaying posters, pictures and other resources to show settings positive attitudes to disability, to ethnic, cultural and social diversity.
10. Accepting that all families are different and supporting them where needed.
11. Providing parents with up-to-date knowledge and helping them to understand more about children's learning, i.e. leaflets about outdoor play, treasure baskets, schemas.
12. Celebrating children's home languages by encouraging parents to contribute word lists for practitioners.
13. Encouraging parents to inform us of any changes in circumstances or anything which may affect the children's development.



Admissions policy

Child first nurseries will operate the following admissions policy across all its nurseries.

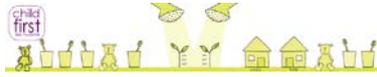
Priority for places will be based on the following criteria,

- A child with siblings at the nursery.
- Children whose parents are entitled to a place through an employer contract, subject to places being available within the contract.
- Full time places
- funded
- Children who are accessing places through any local agency or partnership arrangements.
- The nurseries ability to provide appropriate facilities for the welfare of the child.
- Extenuating circumstances affecting the child's welfare or his/her family.
- Others

Any waiting list will be prioritised on this basis.

Completion of the registration form and full payment of the registration fee will be required before any admissions or placement on the waiting list.

funded only sessions do not require a registration fee



Integration of children with special needs (Please also refer to equality of opportunity)

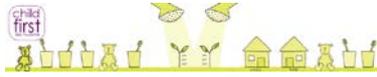
Child first nurseries are committed to the integration of children with special needs at all of their nurseries. We believe that provision for children in the early years and assessment of their needs are of paramount importance and will give the best long term benefits to children, families and the whole community.

We recognise that all children, including those with a special need have the same rights to development, care and play. All children attending our nurseries will be offered the same opportunities with support and assistance available to overcome any disadvantage they may have to face.

We will help and encourage every child, regardless of individual needs to realise to their full developmental potential.

How will we achieve this?

1. All our nurseries will have an appointed Special Needs Co-ordinator who has a knowledge of the Code of Practice (2002) in relation to special needs
2. Promote positive images of those with special needs.
3. Offer wheelchair access where possible. Where appropriate ramp and lift access will also be provided.
4. Where appropriate our nurseries will assess each child's needs in terms of access, where appropriate our nursery will be adapted to accommodate the child/ren.
5. Provide suitable bathroom, toilet and changing facilities.
6. Ensure play areas will be accessible to all children.
7. Treat all children as equals and encourage all children to participate in nursery activities, e.g. garden, music and movement. When outings/visits are organised, children with special needs will always be included with appropriate travel and care arrangements made.
8. Ensure resources including, play equipment, toys and books will be used to support.
9. Plan activities to include children with special / special educational needs.
10. Maintain accurate records based on appropriate observation.
11. We will endeavour to employ members of staff who are experienced in the care of children with generic special needs. The training needs of all staff will be identified. Appropriate staff training and development will be a priority.
12. Staff will work closely with parents/carers as partners to give day-to-day care for the child.
13. Support will be offered to parents/carers by the staff team and/or referrals will be made or suggested.
14. Ensure that staff, parents/guardians/carers are aware of the policy and procedure
15. Ensure confidentiality at all times



Our admissions procedure will be as follows:

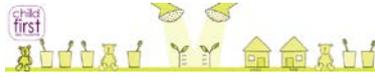
Prior to a place being offered, all children and their respective needs will be considered. Our ability to provide appropriate facilities for the welfare of the child will be taken into consideration.

The nursery manager will:

- In consultation with the parent/carer of the child jointly assess the extent of the additional support requirement to meet the special need of the child.
- Where external agencies are already engaged in the care and development of that child, the nursery manager will consult with those agencies on the extent of the additional support requirement and the appropriateness of the nursery to meet those requirements.
- When the nursery manager does not feel able to conclude her/his assessment of the setting's ability to meet the special needs of that child, the manager will, with support from central management, obtain additional professional advice/guidance from the appropriate agencies.

When a child with special / special educational needs is admitted, the nursery manager and special needs co-ordinator will:

- Agree a schedule of additional support with the parent/carer of the child to be signed and dated by the manager and the parent/carer.
- Allocate a suitably experienced key person
- Review on a regular basis (subject to the extent of the additional support requirement but at least monthly) the nursery's performance in meeting the special need.



Special needs procedure for previously unidentified needs

If any member of staff reasonably believes that the development progress and/or behaviour of a child arise as a result of a special need, then that member of staff will:

- Inform the nursery manager about their concern providing examples of lack of development progress and/or behaviour which give rise to their concern.

The nursery manager and special needs co-ordinator will:

- Ensure that the child is observed
- Following a period of observation, and where appropriate, raise the concern about the child's development progress/behaviour with parents to agree an appropriate course of action. This may involve referral to appropriate external agencies.
- If a special educational need is identified, the procedure relating to special needs admissions will be employed.

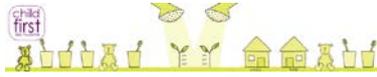
If the parent/carer does not agree a special need exists, then the nursery manager and special needs co-ordinator will ensure:

- The staff team continue to observe the child and record observations.
- Refer the position of the parent/carer to the central management team.
- After an appropriate period re-state the concern with the parent/carer with a view to agreeing an appropriate course of action.

If the parent/carer continues to ignore the concern being expressed, Child first nurseries will:

- Write to the parent/carer requesting referral to an external professional agency to support special needs assessment.
- If not agreed, consideration will be given to referring the issue to the local authority Child Protection Officer in accordance with the Child first nurseries child protection policy.

Area SENCO contact: Carol Morgan
Nursery SENCO: Chelestina Gardner



Accessing the Free Entitlement to Early Learning and Child Care at Child First

Child First will provide access to children for the Free entitlement to Early learning and Childcare in the term after their 2nd birthday. Three years of childcare provision will be accessible before reaching compulsory school age.

The following conditions apply

- From September 2010 every child is entitled to access the free entitlement, using a 38 week or 51 week contract irrespective of their background, on the following basis

For a 38 week contract

A maximum of 15hrs per week claimed over a minimum of 2 days per week

A maximum of 10hrs in a single day

A maximum of 2 providers at any one time

For a 51 week contract

A maximum of 11hrs per week claimed over a minimum of 2 days per week

A maximum of 10 hours in a single day

A maximum of 2 providers at any one time

For both contract types

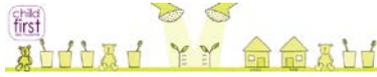
No sessions shorter than 2.5 hrs

All claims in increments of 30mins from 2.5hrs to 10hrs

Not before 7:30am or after 6:30pm

A maximum of 2 providers at any one time (offering the same model)

- Families will not be required to pay any fee for any element of their child's free entitlement, either directly or indirectly or have any financial condition imposed as part of the acceptance of the child into available place.
- A cooked meal is served at lunchtime and if you would like your child to be included there is a £3 charge for this two course meal. All additional meals such as breakfast which is served between 8-9am, snacks and afternoon tea are not charged for. (If your child is attending more than 30 hours a meal fee will not be charged in addition)
- Any additional hours taken after the free entitlement will be charged at the Pre- School hourly rate.
- Families wishing to change to the stretched offer must do so only at the beginning of the stretched offer periods.
- Sessions and availability are not guaranteed and are on a first come first served basis, any family requiring particular sessions that are not available will be place on our waiting list and informed once the required sessions are available.



Safeguarding Policy

Policy statement

Child first nurseries will always put the health, safety, security and well being of the child first. We understand that we have a duty to take action if we have reason to believe a child is being harmed in any way and that we are not bound by our confidentiality policy if we believe a child is at risk.

We would seek to inform and involve the parents/carer if we had concerns unless we believed the child would be put at further risk by doing so.

Anyone who has cause for concern that a child may be suffering or is likely to suffer significant harm must refer the matter to their local safeguarding children (LSCB) board and inform OfSTED, adhering to government child protection guidelines and procedures.

Child protection is an extremely sensitive and complex area. However, during the course of their work, staff may be concerned about a child's welfare. All agencies that work with children have a duty and responsibility to report and assist in child protection investigations.

It is the responsibility of the Manager to select a child protection co-ordinator and ensure that all staff completes child protection training and have access to "what to do if you're worried a child is being abused" guidance.

All staff members complete a short safe guarding course as part of their induction.

Identification of child abuse is difficult and will normally be a combination of both social and medical assessment. No list of signs or symptoms can be exhaustive. The following are for guidance only. It must be remembered that alternative medical or social explanations may exist for the problems listed here. However, **if anyone has a concern about a child, they must report it to the Safe Guarding Officer or Manager (or Duty Manager) so a referral can be made.**

It would be normal to look for evidence of abuse in 2 categories:

- Physical signs
- Behavioural symptoms

SIGNS AND SYMPTOMS

Significant harm can be the result of:

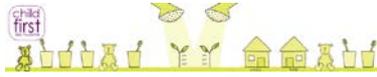
1. Neglect
2. Physical abuse
3. Sexual abuse
4. Emotional abuse

1. Neglect

Neglect results from failure to meet basic needs of the child. This may include failure to provide food, warmth, clothing or consistent caring.

Signs and symptoms may include:

- Inappropriate or inadequate clothing
- Poor hygiene
- Developmental delay, poor speech and play skills
- A child whose parents persistently fail to seek or follow medical advice
- Some cases of failure to thrive have a basis of neglect
- A child whose parents persistently fail to ensure the child's safety



2. Physical abuse

Most injuries to children are accidental and can be explained.

Factors associated with injuries, which may arouse suspicion that they are not accidental, may include:

- Where the explanation is not consistent with the injury or with the stage of development of the child
- Where there are changes of explanation or no explanation
- Where there is a history of frequently repeated injury
- Where there has been considerable delay in seeking medical advice
- Where there are bruises of different ages on the child at any one time, other than on the common sites of accidental injury in a child of that age (e.g. on shins and forehead)
- Where there is facial bruising, other than over the bony prominences, particularly around the mouth, eyes or ears
- Where there are unexplained burns, bite marks, severe bruising or any combination of these
- Where there are bruises on the buttocks or thighs
- Any bruising in a baby not yet mobile, reluctance to move limbs or tenderness on handling

3. Sexual abuse

While there are many signs associated with sexual abuse, many of these are also associated with other problems. It is rare for sexual abuse to be recognised by one symptom rather it is a matter of developing a full picture of the child. A child who is or has been sexually abused does not always display behavioural disturbance.

Factors that may arouse suspicion of sexual abuse may include:

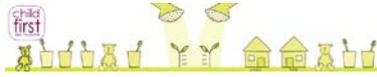
- Over sexualised behaviour
- Sexual awareness and knowledge in advance of developmental age
- Withdrawn behaviour
- Drawings or play activity which are explicitly sexual
- Compulsive masturbation
- Wetting and soiling (once toilet trained)
- Recurrent urinary tract infections
- Sexually transmitted disease
- Genital or anal inflammation or irritation
- Genital or anal bleeding or lacerations
- Change in behaviour
- Anxiety during nappy or toileting times

4. Emotional abuse

There is an element of emotional abuse in all forms of abuse, but some children may be very well physically cared for whilst being emotionally abused. An emotionally abused child may be subjected to constant criticism and scape goating. There may on the one hand be continuous withholding of approval and affection, accompanied by severe discipline, or on the other hand a total lack of appropriate control. Alternatively a child may be exploited to fulfil the parents' emotional needs.

The child may:

- Have an impaired ability for enjoyment and play
- Lack curiosity and natural exploratory behaviour
- Be delayed in language development and play skills
- Have low self-esteem and feelings of worthlessness
- Show eating disturbances or growth failure



Action to be taken when making a referral

Any member of staff who is concerned for a child's welfare or where a child discloses or attempts to disclose should take the following action:

- a. Listen to the child. If the child is distressed then comfort and reassurance should be given.
- b. Don't make false promises like "everything will be fine" but make sure they know you are taking them seriously
- c. Seek immediate medical attention if injuries are severe
- d. Record any conversations that the child has made with adults or children. These should be accurate and objective.
- e. Do not interrogate the child; simply repeat the child's words to confirm that they have been heard correctly.
- f. Discuss the situation with your Manager or Duty Manager
- g. Inform and involve the parents/main carers UNLESS there is evidence to suggest the child will be at serious risk if they are informed
- h. Following this discussion, the Manager (or Duty Manager) has a duty to refer the matter to Social care. No report of child abuse requires a manager to make a decision regarding its validity. There is no discretion.

First response single point of contact for social care 08454600001
out of hours 0800 999 7677
Address: Bucks County Council, County Hall, Bucks, HP21 1YU
LADO : 01296 382070
OFSTED No: 03001231231

Anyone who has concern for a child but is doubtful as to whether the child is suffering, or is likely to suffer, significant harm should still refer the matter, Concerns will be discussed and advice will be given as to whether a referral needs to be made, using the referral flow charts as guidance.

When a referral is made, specific information will be requested: -

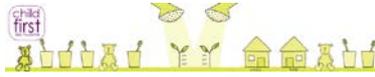
- Child's name, age, address
- Parents' contact address and telephone number
- It would be useful to have the child's documentation record at hand for any other information
- The cause of concern (during discussions with the Manager any previous relevant observations or concerns should be noted and passed on during the referral)
- Any record of conversations that the child has made with adults or children.

The Manager (or Duty Manager) must immediately inform the Director of their actions.

Once a referral is made, the external agencies will advise on what happens next and if further action is required.

It is important to keep detailed records of what has taken place as you will need to make them available. You may also be requested to attend a case meeting, inquiry or court hearing.

The company will ensure that all involved parties are informed and supported as appropriate, under the guidance of social service and/or police.



Abuse by early years workers

In the event of a member of staff being accused of child abuse, procedures will be followed as in appendix 5 of the "Working together to safeguard children 2006" document.

In brief:

Any suspicion or allegation of child abuse by an early years worker must be reported to the Manager (or Duty Manager) immediately. If the allegation meets any of the following criteria, the LADO must be notified within 1 working day:

- Behaved in a way that has harmed a child, or may harm a child;
- Possibly committed a criminal offence against or related to a child; or.
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

If you are in any doubt what to do contact the LADO for advice so they can log the information and decide what to do next

If circumstances are such that this is not a viable course of action, (for example – if it is the Manager that has been accused) then the matter should be immediately referred to the LADO (contact details above).

It is likely that the member of staff will be suspended on full pay during an investigation, which may involve the police, dependant on the accusation. See separate policy for full disciplinary procedures.

If the allegation is substantiated, we will be advised by the LADO as to whether a referral to the independent safeguarding authority list should be made.

Ofsted will also need to be informed within 14 days (see number below)

Nursery co-ordinator: Emma Foster

**First response single point of contact for social care: 0845 4600001
out of hours 0800 999 7677**

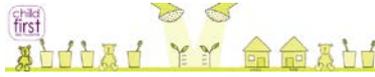
LADO:01296 382070

NSPCC: 0808 800 5000

NCMA Helpline: 0800 169 4486

Ofsted-03001231231

Police contact: Child Protection and sexual crime unit – 01628 816935



Safe Guarding – whistle blowing policy

All employees must acknowledge their individual responsibilities to bring matters of concern to the attention of the settings manager/senior staff member and/or relevant agencies. Although this can be difficult this is particularly important where the welfare of children may be at risk.

You may be the first to recognise that something is wrong but may not feel able to express your concern out of a feeling that this would be disloyal to colleagues or you may fear harassment or victimisation. These feelings, however natural, must never result in a child or young person continuing to be unnecessarily at risk. Remember it is often the most vulnerable children or young people who are targeted. These children need someone like you to safeguard their welfare.

Don't think what if I am wrong; think what if I am right.

Reasons for whistle blowing

- Each individual has a responsibility for raising concerns about unacceptable practice or behaviour.
- To prevent the problem worsening or widening.
- To protect or reduce risks to others.
- To prevent becoming implicated yourself.

What stops people from whistle blowing?

- Starting a chain of events which spirals.
- Fear of getting it wrong.
- Fear of repercussions or damaging careers.
- Fear of not being believed.

How to raise a concern

- You should voice your concerns, suspicions or uneasiness as soon as you feel you can. The earlier a concern is expressed the easier and sooner it is possible for action to be taken.
- Try to pinpoint what practice is concerning you and why.
- Approach someone you trust and who you believe will respond.
- Make sure you get a satisfactory response—don't let matters rest.
- Put your concerns in writing on a Confidential Incident Record form.
- Discuss your concerns with the child protection Co-ordinator or Manager.
- A member of staff is not expected to prove the truth of an allegation, but you will need to demonstrate sufficient grounds for the concern.
- The child protection Co-ordinator or Manager will undertake an investigation as per settings child protection policy and procedure into your concerns and offer you support.

Nursery designated child protection officer: Emma Foster



Acceptable use (of camera's and mobile phones) policy

At Child First, Children's safety is paramount, we do this by providing an environment which children, parents and staff are safe from images being recorded and inappropriately used in turn eliminating the following concerns:

- 1) Staff being distracted from their work with children
- 2) Inappropriate use of mobile phone camera's around children.

Aim

Our aim is to have a clear policy on the acceptable use of mobile phones and cameras that is understood and adhered to by all parties concerned without exception.

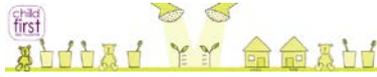
Mobile phones

- The nursery allows staff members to bring in a personal mobile phones for their own use.
- Users bringing personal devices into the nursery must ensure there is no inappropriate or illegal content on the device.
- Mobile phones should be kept in the staff room area- they should not be taken into the nursery at ANY time.
- We have a visible sign on the door to inform parents and staff that they are not allowed to use their mobiles pass a certain point.
- If staff members are waiting for an important call they should give the nursery telephone number to be contacted on.
- If nursery staff members are found to have a mobile phone on their person, disciplinary action will be taken.
- Staff to ensure that the manager has up to date contact information and that staff make their families, children's schools etc. aware of emergency work telephone numbers.
- Only the nursery phone is to be taken on outings.
- The nursery mobile phone is kept in the office and only used with authorised permission.
- Visitors are requested not to use mobile phones, beyond the mobile phone sign and taking a photos in prohibited at all times.
- It is the responsibility of all members of staff to be vigilant and report any concerns of mobile phone use to the management team.
- Concerns will be taken seriously, logged and investigated appropriately.
- Any concerns of inappropriate use will be reported to the Local Authority Designated Officer (LADO).

Cameras and videos

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form of recording their progression in the Early Years Foundation Stage. However it is essential that photographs are taken and stored appropriately to safeguard the children in our care.

- Members of staff should not bring their own cameras into work.
- All photographs of children should be taken on the designated camera's
- Camera usage is to be monitored by the management team
- Photos should be used appropriately i.e. for a child's learning journals, displays.
- Once photos have been printed and stored on the laptop they should be deleted from the camera.
- Images must only be down-loaded on the nurseries lap-tops and approved by management / administration team.
- Failure to adhere to this policy will lead to the disciplinary procedures being followed.



Social networking policy

- Staff must not post anything onto social networking sites such as 'facebook' that could be construed to have any impact on the nursery reputation.
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent in the nursery.
- If staff members choose to allow parents to view their page on a social networking sites then this relationship must remain professional at all times.
- If any of the above points are found to be happening then the member of staff involved will face disciplinary action, which could result in dismissal.

Drugs and Alcohol Policy

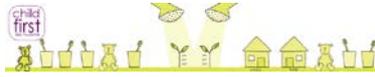
We at Child First are committed to promoting the health and well-being of children and their families. We do not condone the misuse of drugs, including alcohol, or smoking. The use of alcohol, illegal drugs and smoking is forbidden in the nursery grounds.

Our setting has a policy that no alcohol is to be consumed on the premises.

- Staff are not permitted to consume alcohol during their contracted hours of work or to care for the children if they have consumed alcohol prior to commencing work.
- The same applies to all drugs other than those prescribed by a doctor and considered appropriate for intake while working with children.
- Staff will ensure that all drugs are stored correctly.
- The manager will respond to and investigate concerns and complaints raised in relation to alleged breaches of the welfare requirements.
- Staff will promote positive role models in health and safety practices in relation to alcohol and drugs.
- Should a member of staff be found under the influence of alcohol or drugs of any illegal form before or during the opening hours, they will be immediately asked to leave the premises and told to return home. Thereafter the normal disciplinary procedures will begin.
- This will ensure that staff are able to respond appropriately to children at all times.

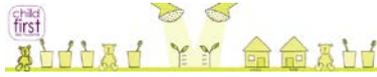
Nursery collection policy for a parent/carer under the influence of alcohol or drugs. The following guidelines will apply:

- We will manage the incident tactfully to ensure that the professional relationship with the family is maintained.
- If a senior staff member has any concerns regarding the child's welfare, we would endeavour to speak to the parent/carer about their child's needs.
- We will ensure that there are two staff present when speaking to a parent so that staff should not jeopardise their own safety or others in these situations.
- In the event that the parent/carer arrives at the nursery under the influence of alcohol or drugs, we will ask that someone comes with the parent/ carer to take responsibility of the child before a member of staff gives up his/her responsibility of the child.



- Should this not happen, although we have no legal right to withhold a child from a parent/ carer, however, we reserve the right to contact any relevant authorities that we may feel appropriate i.e. the police, social care, partner, etc. Any member of staff feeling under threat should contact the police.
- Staff should refer to the safeguarding policy if there are concerns of the child's welfare and contact social care and seek advice from the duty social worker.
- A full written report will be made of the incident.

Your child's safety is our main concern and as such this will determine the course of action taken.



Settling in policy

Policy statement

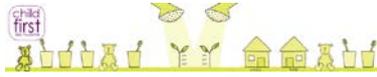
Child first nurseries will work in partnership with parents/carers to ensure the child and their families are well settled into the nursery environment and where appropriate be familiar with daily routines and activities.

Through this policy and the appointment of professional staff, we aim to make parents/carers feel comfortable in the nursery and that the staff team are friendly, approachable and attentive to their needs and the needs of their children.

The Manager will establish and maintain contact with the parent/main carer.

The following procedure will be followed.

1. From the point of booking, the family become members of the nursery and should be informed of any major events, social activities and general news regarding the nursery, even if they have not yet started.
2. Once a booking is confirmed the Manager will contact the parent/carer 3 weeks prior to the start date to organise settling in visits for the child.
3. The settling- in visit is an important opportunity to welcome the family, address any issues or anxieties and take detailed information about the child. The staff should be informed in advance of the settling visit to allow for the appropriate preparation and organisation.
4. We recommend a period of 1- 2 weeks settling should take place prior to the start date. During the first few visits the parent/carer will be encouraged to stay with the child for sufficient time so that the child feels settled and parent/carer feels comfortable about leaving the child.
5. If the parent/carer, manager or key person has any concerns about the child settling, we will work closely together and agree the best way to resolve any issues.



Confidentiality policy

Policy statement

IF A CHILD IS CONSIDERED AT RISK THE CHILD FIRST NURSERIES SAFEGUARDING POLICY WILL TAKE PRECEDENCE OVER THE CONFIDENTIALITY POLICY WHERE CONFLICT BETWEEN THE POLICIES ARISES.

Child first nurseries have a legal obligation to hold information about children using their nurseries and about staff employed at the nurseries. It is necessary to record basic information for registers, invoices and emergency contacts.

All systems in place meet legal requirements; means of storing and sharing information take place within the framework of the Data Protection Act and the Human Rights Act.

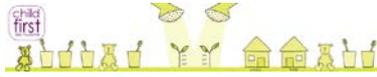
It is entirely possible that our staff, because of their relationship with both the children and their parents/guardians/carers, may learn more about individual families using the nursery. Consequently our staff team are advised that disclosure or discussion referring to any children or their families using the nursery will result in disciplinary action being taken.

Issues relating to the employment of staff, whether paid or unpaid, will remain confidential to the people responsible for management of personnel.

Students, volunteers and staff on training or temporary work assignments, when observing or working in the nursery, as part of their induction process will be advised of our confidentiality policy and their duty to respect it. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

General procedure

- All child records will either be stored in a locked cabinet or where held on a computer, the equipment will be password protected to ensure access by authorised persons only
- Staff members are not permitted to discuss individual children, other than for purposes of curriculum planning/group management, or other relevant management issues with people other than the parent/guardian/carer of that child.
- If any information is requested about a child from any source, for whatever reason, the parent/guardian/carer's permission will always be sought.
- Parents will have access to the files and records of their own children but will not have access to information about any other child.
- We will inform parents and carers when registering their child that they can share personal information in the confidence that it will only be used to enhance the welfare of their children



Complaints procedure

Policy statement

If a parent/carer/ has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise this with either their child's key person or the Manager. If the parent/carer feels unable to do this, they can contact the Director

In the first instance every effort should be made to resolve any issues or concerns within the Nursery.

Child first nurseries will ensure that all issues/complaints are immediately dealt with and handled sensitively, confidentially and professionally.

The following process should be followed, recording details on the complaints log.

'Minor Complaint' *(Can be dealt with immediately by the Manager without parent correspondence)*

- Manager/Deputy to acknowledge and resolve complaint immediately, or within 2 working days.
- Complaint to be recorded in the complaints log.

'Major Complaint' *(Cannot be dealt with solely by the Manager – advice is required and/or parent correspondence is necessary).*

- Manager /Deputy to acknowledge complaint immediately, or within 1 working day of complaint being raised.
- Manager to immediately notify Director
- Complaint to be recorded in the complaints log.
- Manager to notify parent at all stages of the complaint being investigated.
- Copies of correspondence to and from parent must be filed in the child's file with a copy filed in the complaints file too.
- The Manager should aim to resolve the complaint within 3 weeks of receipt.
- The Manager should agree any action plan / targets with parent and staff team. These should be recorded with a follow up meeting agreed 1 week after resolution of complaint.

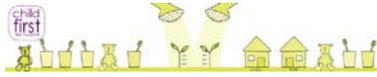
A copy of the complaints log must be sent to the Director at the end of each month.

In the event that a satisfactory outcome can still not be reached, complaints can be made to OfSTED at:

Address:
The national business unit
OfSTED,
Piccadilly Gate
Store Street
Manchester, M1 2wd
Tel: 0300 123 1231

This number will be easily accessible and displayed for parents at all times

In the event of a member of staff wishing to make a complaint, they should refer to Company's full Grievance procedure.



Health and safety policy

Policy statement

Child first Nurseries, as an employer, are committed to providing and maintaining a healthy and safe working environment for all its employees, children, parents and families in attendance at our nurseries and other people who may be affected by its activities.

The overall responsibility for ensuring implementation of this policy lies with the company board.

This statement applies to all premises and activities within the control of Child first nurseries.

Child first nurseries will have in place policies and/or procedures specifically relating to

- Safe Guarding
- Physical environment
- Behaviour management
- Food and drink
- Medicines
- Incidents and accidents
- Arrangements for the dropping off and collection of children

In order to achieve this aim, Child first nurseries has the following key objectives:

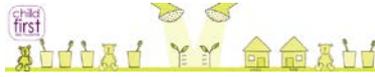
- as a minimum, to comply with requirements of OFSTED and other relevant legislation;
- to have in place appropriate processes and procedures to reflect the 5 every child matters outcomes, Early Years Foundation Stage and any relevant legislation
- to ensure that employees, children, parents and families and others are adequately informed of the identified risks and where appropriate receive instruction, training and supervision;
- to safeguard the environment from the effects of Child first nurseries activities;
- to monitor and review the effectiveness of Child first nurseries arrangements and where appropriate to implement improvements;
- to ensure that the demands of activities do not exceed the capabilities of staff or children to carry out the activity without risk to themselves or others.

The Manager is responsible for ensuring compliance with Child first nurseries health and safety policy within their area of control and for identifying a health and safety representative within each nursery.

Child first nurseries will actively monitor the performance of its nurseries in the management of risks under their control and the implementation of nursery health and safety action plans.

Whilst the company accepts the main responsibility for implementation of this policy, individuals have an important role in co-operating with those responsible to ensure a healthy and safe working environment. Individuals are required to abide by rules and requirements made under the authority of this policy.

Nursery H & S rep: Karen Borrow



First aid

Policy statement

Child first nurseries have a duty to provide a safe place of work, with suitable arrangements for welfare. We must ensure that there is adequate first aid provision for children and staff that may become ill or are injured at the nursery.

Nursery staff will receive First Aid training if required.

A suitable person must be appointed to take responsibility for first aid provision and maintenance of the first aid box under the Health and Safety (First Aid) Regulations. A suitable person is someone who has undergone training and achieved a standard, which is approved by the Health and Safety Executive (HSE).

Should employees have concerns about the provision of first aid within their Nursery, they should inform the Manager to enable them to investigate and rectify the situation if necessary.

The person responsible for the implementation of this policy is the Manager.

First aiders will be appointed to assist the Manager in dealing with accidents and emergencies, which may occur at the Nursery. The following three steps are the most important in the provision of adequate and effective first aid cover:

1. Ensure that all employees are aware of the procedures to be followed in the event of illness or injury at work
2. Ensure that an appropriate number of first aiders are recruited and trained (allowing for holidays, etc) and that a sufficient number are present in the workplace at any given time
3. Maintain adequate first aid equipment and facilities appropriate to the degree of risk, including for those employees who work away from site.

First aid boxes will be located in accessible locations around the nursery and be signposted. They should be regularly checked and replenished by a nominated person .

A large first aid box is located in the office.

A medium first aid box is located in the dining room.

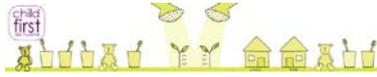
A small first aid box in the studio.

A mobile first aid kit is used for outings.

Medication and tablets will never be stored in the first aid kit

Child first nurseries also have detailed policy on:

- accidents and incidents
- Administration of medicine.
- Risk assessments
- Safe systems of work.
- Infection control



Procedure for accidents and incidents

Child first nurseries have in place a rigorous procedure to deal with accidents and incidents.

At all times staff dealing with accidents must wear the appropriate protective clothing – disposable gloves and aprons wherever it is required or reasonably practical.

Minor accidents/incidents

- Staff member present assesses the injury
- The injury is treated by qualified first aider
- The child is resettled and observed
- The accident/incident is recorded on the accident form
- The Manager should be informed at the earliest opportunity.
- At the end of the child's session the parent/carer is advised of the accident/incident and what action was taken. The parent must sign the form to verify they have been advised and that they are happy.
- The parents receive a copy of the accident/incidents form.
- If the parent/carer is not happy to sign the form the Manager must be alerted immediately.

Major accidents

- Never move the child - unless their life is in imminent danger by not moving them
- Call an ambulance
- Appropriate treatment should be administered by a trained first aider
The parent/carer must be contacted
If the ambulance crew take the child to hospital a member of staff will accompany the child to hospital and the parent/carers should be kept informed
The accident form or serious incident form must be completed with the parent/carers signature.

In the case of a major accident the details must be reported to the health and safety representative, OfSTED and RIDDOR (if applicable)

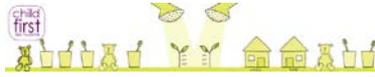
OfSTED contact: 0300 123 1231

RIDDOR contact: 0845 300 9923

ALL accidents and incidents must be monitored. A risk assessment may need to be completed and/or reviewed in the event of an accident or incident.

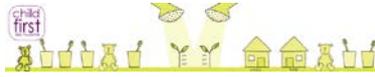
Attention should be given to the following:

- Was normal practice being followed?
- Were there any unusual circumstances/conditions?
- Was safety rules/advice being followed?
- Has a similar incident occurred previously?
- What conclusions can be made from this?
- How can the incident be prevented from re-occurring

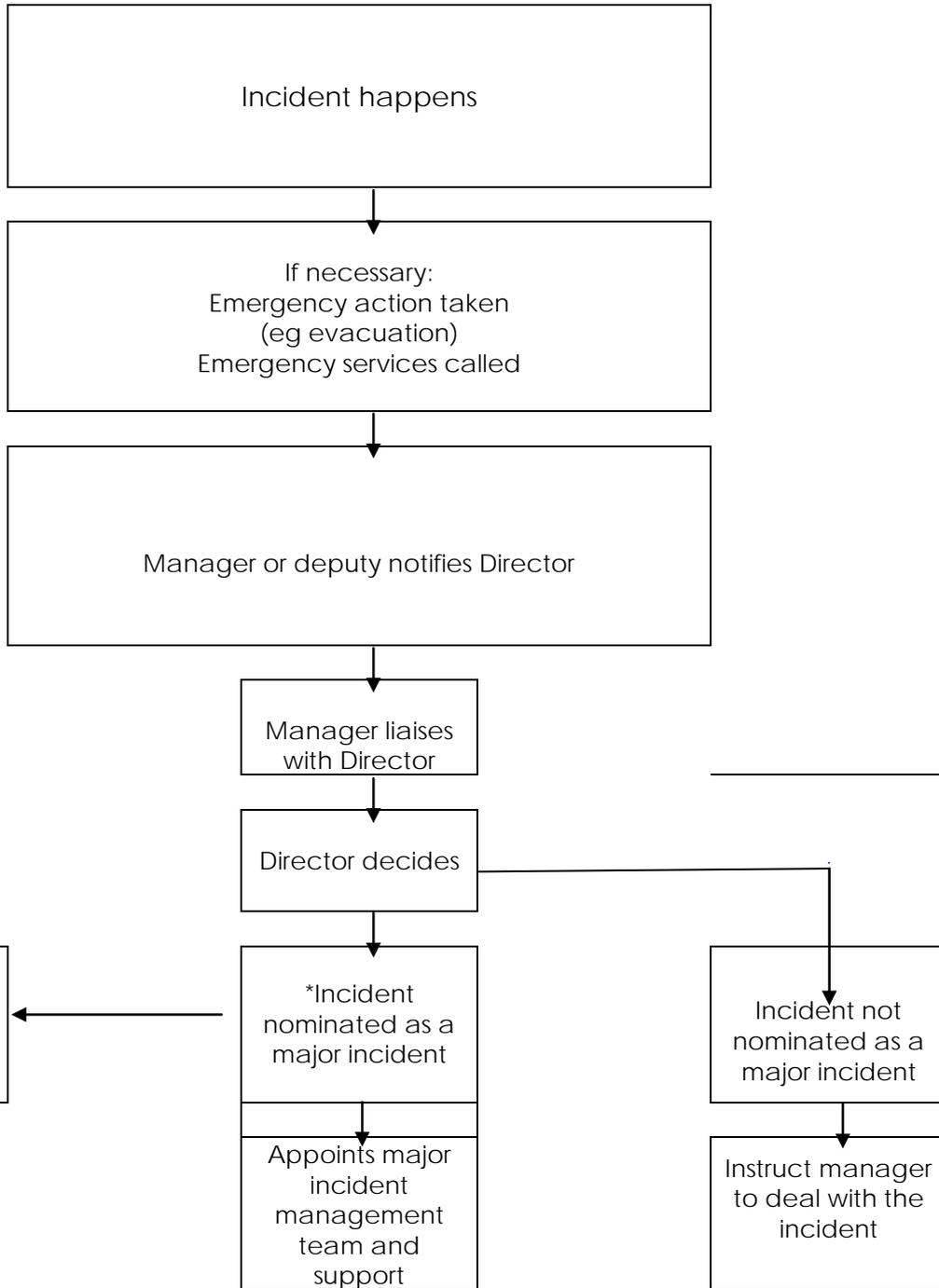


Managing a major incident

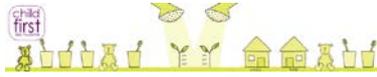
1. The manager, deputy or person in charge in the absence of the manager will make an initial assessment of the situation and take whatever immediate action is necessary, for example – calling the emergency services, evacuating the building.
2. The manager's responsibilities in the event of a major incident are:
 - To ensure the safety of children, staff, parents and visitors
 - To notify the Director
3. The Director will evaluate the incident and the scale of the problem and decide on the appropriate course of action. They will then either act as or appoint a major incident co-ordinator. The Director will decide on one or more of the following:
 - Instruct the nursery management to handle the incident
 - Nominate the incident as major incident and appoint a major incident team to deal with the situation
4. Anyone involved in a major incident may ultimately require some form of post traumatic stress counselling. The major incident co-ordinator should identify any requirements and liaise with personnel to organise.



Major incident management summary



NO MORE THAN ONE HOUR SHOULD PASS BETWEEN THE INCIDENT HAPPENING AND THE Director DECIDING IF IT CONSTITUTES AS A MAJOR INCIDENT



Responsibilities

The major incident management team

The major incident management team will comprise of 3 different elements

1. Major incident Co-ordinator
2. Company spokesman, if required
3. Support staff

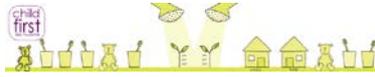
Their combined responsibilities are to deal with the immediate effects of the incident.

Delegated members of the team may be responsible for setting up and maintenance of a major incident control, which will serve as an interface between the unit and the outside world, e.g., the media, relatives and investors.

Specific responsibilities are as follows:

The nursery manager

- The manager (deputy in the absence of the manager) will be the first person to be made aware of a major incident, or potential major incident. It is his/her responsibility to make a quick assessment of the event and, if there is the chance that the situation might equate to a major incident, he/she must inform the Director or a member of the executive team immediately.
- The manager is responsible for the safety of the children, staff, parents and visitors in their care
- If there is any doubt whether an incident constitutes a major incident, the manager should contact the Director for advice.
- It is the manager's responsibility to contact emergency services if necessary, if they have not been contacted already.
- If major incident control is not situated at the nursery, during the interim period between the major incident occurring and the alerting of the company spokesperson, the manager must keep the major incident co-ordinator informed of any further developments relating to the major incident.
- It is the responsibility of the manager to prevent any unauthorised media gaining access to the nursery. The manager is not authorised to speak to the media unless the major incident co-ordinator believes it to be appropriate or essential.
- The manager should notify the families of any staff members who may be required to work late as a result of the major incident
- If there is a chance that either a manager or deputy will not be available then a senior practitioner should be nominated to hold the procedure.



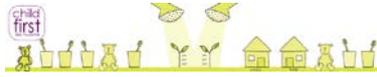
Major incident co-ordinator

(Usually the Director)

- Liaises with the nursery manager to assess the gravity of the apparent major incident
- Nominates the incident a major incident, or non-major incident
- Sets up a major incident control in a favourable location if necessary
- Having decided on the location, the co-ordinator must inform the major incident management team and support staff and instruct them to make their way to the location immediately
- Inform the Local Authority and OfSTED. This should be done as a matter of urgency.
- Decide whether the situation requires a company spokesperson to attend the location.
- Keep the Director briefed throughout the incident.
- If any of the employees or members of the public are hospitalised following the major incident, nominate a member of the support team to visit them. Their welfare must be closely monitored, as the media will ask for information on this. However, only the hospital should give details of the extent of the injury and of the individual's condition. Injured parties must not be named until the relatives have been informed and the police have given their authority.
- Ensure that in the event of any serious injuries, an emergency contact number should be established with the police. Enquiries from friends and relatives can then be referred to this number.
- Ensure all staff members who have been involved, albeit only on the media frontline of a major incident, are offered professional counselling as early as possible. In the first instance, staff should be informed that counselling is available and that it will be paid for by the company, and will be arranged where requested.
- Decide when to "stand down"
- Log all actions and communications as they occur throughout the major incident
- Organise post traumatic stress counselling through personnel

The company spokesperson

- In any major incident it is imperative to have a spokesperson at the location. In the case of more serious major incidents (loss of life or serious injury) the Director will be the spokesperson. Members of the executive team will be involved if the Director is unavailable.
- Once nominated, the spokesperson should be available to communicate with the media and public immediately. It may be necessary for the spokesperson to make their way to the major incident control location.
- The spokesperson will prepare a holding statement that can be quoted over the telephone by any member of the major incident management team in answer to general press enquiries and should contain any known details of events. In the event of loss of life or serious injury, Tom Shea or a member of the executive team must approve all press releases



and media statements. The spokesperson will decide whether to set up a press conference and if so, make the necessary arrangements.

- The spokesperson should remain available until the major incident has been declared under control and any major media interest has gone.

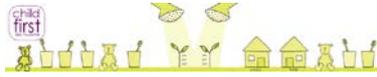
Support staff

- The support staff will be informed of the major incident by the co-ordinator and on notification should proceed as quickly as possible to the location of major incident control
- The support staff are responsible for ensuring that all relevant information required by the co-ordinator is at hand
- It is important for support staff to keep a written log of all events and actions taken, including times and dates and a note of the member of staff who has taken the details and the reasons behind the action taken
- They should log all telephone calls in the following way:
 - Name and number of caller
 - Date and time of call and name of staff who has taken the call
 - Nature of call
 - Response given to query
 - Action taken and why
 - Action required
- The support staff members are to inform other nursery managers once instructed there may have been a major incident and the nature of the incident. All media enquiries received by other nursery managers are to be directed to the company spokesperson
- The support staff members are to ensure that all staff at the nursery are appropriately informed of the major incident and given relevant instructions.
- The major incident management team, and in particular those who are responsible for staffing major incident control must understand that they are the sole representatives of the organisation at a particularly trying time, and what they say and how they say it may have far reaching effects on the organisation and its future.

Recovery

It is important to get the nursery up and running as soon as possible, the co-ordinator should decide on a recovery team, who will be responsible for:

- Assessing the situation and compiling an inventory of essential equipment and other equipment that may need replacing (normally the nursery manager)
- Arranging the cleanup operation in liaison with local services, salvaging where possible any paperwork or valuables
- Ensuring that the security of the building is maintained during the cleanup operation, particularly in respect of monies held on the premises. Any funds that are surplus to immediate requirements should be banked as soon as is practical.



- Ensuring the retrieval and replacement of all necessary furnishings and fittings.
- Ensuring that catering facilities are re-established.
- Ensuring that there is due regard to health and safety requirements during the restoration of the nursery and services. If necessary arranging for the necessary surveys to be carried out.
- Ensuring that electricity, gas and water supplies are restored
- Ensuring that telephone links are restored
- Ensuring that fire safety equipment is retrieved or replaced.
- A member of the executive team should liaise with the company's insurance brokers with regard to loss adjusters and any building surveys required.

Dealing with the media and other parties

Other than the announcements of holding statements, only the designated spokesperson is authorised to speak to the media

It is essential that the company ensure that the media has the correct facts when reporting the incident. The Company must be the media's primary source of information and it must respond quickly and professionally to avoid speculation.

Guidelines

- In the media aftermath of a major incident, the nursery manager may answer initial press enquiries, **having first contacted the Director**, with the following holding statement:

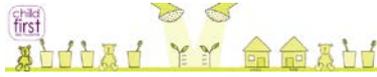
"I am not authorised to comment at this stage as the incident is currently being investigated and a statement, where relevant, will be issued. No further comment"

- Holding statements are intended to be read out on the telephone in answer to media enquiries. Under no circumstances must the reader deviate from the agreed wording.
- The spokesperson will issue a further holding statement, if necessary. It is important that there is no deviation, in any way, from the stated wording.
- In the event of a serious major incident (e.g. death or serious injury) only the designated spokesperson may give press interviews. In most cases this will be Tom Shea (Director)
- No member of the media should be allowed access to the nursery without the approval of the spokesperson.

NB. Under no circumstances should the names of people killed or injured be released. This a job for the police

Notifying other relevant parties

- The spokesperson will be responsible for keeping the board and investors fully informed of any incident and our media approach



- The spokesperson will also be responsible for notifying any relevant suppliers (e.g. in the case of food poisoning or faulty equipment) and corporate clients or private customers who may be affected by the major incident prior to the details becoming available to the media.

Contact numbers

Director/Company spokesperson

Name: Tom Shea 07831635802

Disaster recovery policy

Breakdown of essential services

In the event of a breakdown of essential services (e.g. heating failure, loss of water supply), it is important that you are familiar with the following procedures:

- Parents/carers/ emergency contacts will be contacted by telephone and asked to collect their children from nursery.
- The nursery will contact parents/carers to inform them when the nursery will operate normally.
- Please contact the nursery before bringing your child back to the nursery to ensure that the nursery has re-opened.

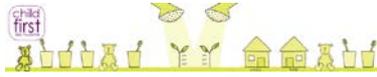
Severe weather conditions policy

In cases of severe weather conditions, if the weather deteriorates during the day, you may be asked to collect your child from nursery early. If heavy snow falls overnight, please establish that the nursery is open before bringing your child. Updates will be available on Child First website or the nursery mobile (07854818339).

Should the nursery close for any of the above please telephone to ensure that the nursery has re-opened before returning on the following day. In these circumstances the nursery will not be refund any fees as weather conditions are beyond the nurseries control.

Staffing

Please note- it is important that some members of staff have to travel considerable distances and may be advised not to make a journey to the nursery in severe weather conditions. However, we will endeavour to have as many staff as possible at the nursery when this situation occurs.



Procedure for the control of communicable diseases

The Manager will be responsible for establishing and maintaining the appropriate Health Authority contacts for information and notification with regard to the control of communicable diseases.

The Manager or Deputy Manager must notify the Health Authority and OfSTED immediately of any suspected outbreak of communicable disease at the Nursery.

Health authority Contact:

Jane Pleasant or Lindsey Hone

Environmental Health

01296 585152

66 High Street, Aylesbury, Bucks, HP20 1 SD

OfSTED contact: 0300 123 1231

Health Authority guidelines indicate that it is not necessary to operate a policy of exclusion for all child illnesses but it is important that staff and parents understands when exclusion is required.

Many illnesses are infectious before a full diagnosis can be made. The Nursery must be aware of its responsibilities to protect the sick child and to prevent the spread of illness to other children in its care.

Common diseases and symptoms requiring exclusion include:

- Temperature of 101 deg F (38 deg C)
- Chickenpox (Herpes-shingles)
- Measles
- German Measles (Rubella)
- Whooping Cough (Pertussis)
- Mumps
- Conjunctivitis
- sore throat; scarlet fever etc (Streptococcal infection)
- Contagious skin conditions
- Diarrhoea and/or persistent vomiting (Gastrointestinal infection)

We will contact the parent to collect the child if they have three cases of vomiting and/or diarrhoea within a 24 hour period and request that they do not return for 48 hours after the symptoms have cleared.

A list of communicable diseases and minimum periods of exclusion is given on the following pages. All staff to complete an infection control and a guide to childhood illness course as part of their induction.

The Manager or senior worker must be informed immediately if a child becomes ill while at the Nursery. They will ensure that the child's parents are notified as quickly as possible.

If the illness appears to be communicable, the child should be cared for by a member of staff but kept away from other children. The parents should be encouraged to collect their child as soon as possible.

If a doctor confirms that the child has a communicable disease, the Manager will notify all other parents of their child's exposure to infection within 24 hours. This is particularly important with regard to Rubella, given the danger it represents to unborn children in the first trimester of pregnancy.

The Manager is responsible for the well being of the children and staff while they are in the Nursery. No child or member of staff known to be suffering from a communicable disease or considered too ill to participate in normal nursery activities should be admitted to the Nursery.



INCUBATION AND EXCLUSION PERIODS OF THE MORE COMMON COMMUNICABLE DISEASES APPLICABLE TO CHILDREN AND STAFF

DISEASE	NORMAL INCUBATION PERIOD	MINIMUM EXCLUSION PERIOD	
		CASES provided that they are well enough to be in Nursery	CONTACTS (People who have been in contact with the child but are well)
Chickenpox (Herpes-Shingles)	14-21 days	7 days from onset of rash. (All spots must be dry and scabbed over)	No need for exclusion. Immuno suppressed contacts should be advised to contact their G.P.
Hand , foot & mouth	3-5 Days	5-7 days from onset of spots. (All spots must have cleared to return)	No need for exclusion.
Measles	10-15 days	4 days from onset of rash	No need for exclusion
German Measles (Rubella)	14-21 days	4 days from onset of rash	No need for exclusion. Contacts (parents/staff) who may be pregnant should be advised to contact their G.P.
Whooping Cough (Pertussis)	7-10 days	21 days from onset of spasmodic cough. If antibiotics are given this period maybe shortened	No need for exclusion
Mumps	16-20 days	4 days from onset of swelling	No need for exclusion
Gastrointestinal Infection	Varies	Until well. 48 hours after diarrhoea and/or vomiting has stopped. Negative stool samples may be required in some cases	No need for exclusion
Conjunctivitis	Bacterial 1-3 days Viral 2-7 days	24 hours minimum or until improvement begins, with medication if recommended by G.P. Hygiene advice essential	No need for exclusion
sore throat, scarlet fever etc (Streptococcal infection)	2-5 days	Until recovered or at least 48 hours on antibiotics	No need for exclusion
Glandular Fever	4-6 weeks	Until acute symptoms have subsided and well enough to return to Nursery	No need for exclusion



DISEASE	NORMAL INCUBATION PERIOD	MINIMUM EXCLUSION PERIOD	
		CASES provided that they are well enough to be in Nursery	CONTACTS (People who have been in contact with the child but are well)
Bacillary Dysentery	1-7 days	Until well. 48 hours after diarrhoea and/or vomiting has stopped. Negative stool samples may be required in some cases	Advice should be obtained from Health Authority if household contact a food handler, under 5 years; works in health care or similar has problems with personal hygiene. Otherwise none.
Typhoid Fever	7-21 days	Until recovered. Negative stool samples maybe required in some cases	
Paratyphoid Fever	1-10 days	Until recovered. Negative stool samples maybe required in some cases	Advice should be obtained from Health Authority if household contact a food handler, under 5 years; works in health care or similar has problems with personal hygiene. Otherwise none.
Poliomyelitis	7-14 days	Until recovered and after liaison with Health Authority	Advice should be obtained from Health Authority if household contact a food handler, under 5 years; works in health care or similar has problems with personal hygiene. Otherwise none.
Tuberculosis	4-12 weeks to primary lesion	Until said to be non-infectious by Health Authority	No need for exclusion
Hepatitis A (Infectious Jaundice)	15-40 days	7 days from onset of jaundice	No need for exclusion
Diphtheria	14-35 days	Until recovered and after liaison with Health Authority	Health Authority will advise



DISEASE	NORMAL INCUBATION PERIOD	MINIMUM EXCLUSION PERIOD	
		CASES provided that they are well enough to be in Nursery	CONTACTS (People who have been in contact with the child but are well)
Erythema infectiosum / Slapped cheek / 5 th Disease	7-22 days	No need for exclusion unless unwell. Presence of rash does not indicate infectivity	No need for exclusion. Contacts (parent/staff) who may be pregnant should be advised to contact their G.P.
Meningitis Bacterial and Viral	2-10 days	Until recovered	No need for exclusion. If specific treatment is required Health Authority will advise
Threadworms	14-42 days	No need for exclusion but should be treated promptly. Hygiene advice needed	No need for exclusion but treatment needed for whole family
CONTAGIOUS DISEASES OF THE SKIN		MINIMUM PERIOD OF EXCLUSION	
DISEASE		CASES Provided that they are well enough to be in the Nursery	
Impetigo (Staphylococcal Infection)		Until dry and healing or 48 hours after antibiotics treatment started, unless lesions can be covered to avoid child picking them. Hygiene advice essential.	
Head lice (Pediculosis)		Exclusion unnecessary but affected individuals and household contacts should be treated as soon as possible, preferably that evening. At present, Full Marks Lotion is the recommended treatment for most people; ask your G.P., Pharmacist or Health Visitor about alternatives if necessary. Encourage families to inform all contacts that they have had head lice	



Procedure for the administration of medicine

Policy statement

At Child first nurseries, we put the safety, comfort and welfare of the children first, therefore we would expect a child suffering from a short term illness to be cared for at home until they are fully recovered. However, we accept there are occasions when Nursery staff will be required to administer medication.

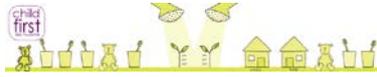
The definition of the term 'medication' in this context is taken to mean any medicinal preparations specifically prescribed for the treatment of non-contagious conditions.

The Manager or a senior worker (deputy or senior practitioner) must only administer medicines after completing a course on safe administration of medicines. Details of all medicines administered must be recorded on the medication authorisation form.

1. Nursery staff will administer only prescribed medication. Any variation from this policy must be approved in writing by the local OFSTED office.
2. Calpol/ Nurofen will only be administered with the parents' written consent. This can be obtained by email, stating the child's name, dose. Directly from parents email.
If possible the parent must provide prescribed Calpol// Nurofen. The nursery will hold nursery labelled Calpo// Nurofen I and only administer one dose(unless prescribed by a GP). It will be administered by spoon or oral syringe, dependant on age and instruction. Children will be monitored and parents informed if the child's condition does not improve.
3. Any medication brought to the nursery must have been administered at home for at least 24 hours prior to returning to the nursery.
4. Children should not attend the nursery if suffering from a communicable disease or one that requires special treatment during the day, change of dressings etc unless the staff team have received the necessary training.
5. long term illnesses or conditions requiring specialist training and support (such as diabetes) will be assessed as described in our special needs policy and individual health care plan will be completed and agreed with the parent/carer.
6. Medication will be stored in a locked cupboard away from the children. Any medication requiring refrigeration will be kept in the locked baby room refrigerator.
7. Medication must be in correct containers, clearly labelled to indicate:
 - Child's name
 - Date of prescription
 - Use by date
 - Dosage
 - Any other relevant information
8. The parent/guardian must enter medication details on the medicine authorisation form, including:
 - Date of instruction
 - Name of child
 - Type of medication and dosage
 - Time of dose and duration of treatment

This instruction should be signed by the parent and counter-signed by the Manager or senior worker.

9. Two members of staff must be present to administer medication – one of whom shall be the Manager or senior worker.
10. The medication label, the authorisation form and the child's identity must be carefully checked prior to administering the medication.
11. Do not administer further medication if the child spits out, vomits or spills part of the dose. This should be recorded on the administration form (comments).

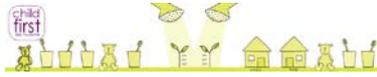


12. Replace the medication in the cupboard or refrigerator.
13. Record times of doses on the child's daily record sheet and medicine authorisation form and alter accordingly if the previous dose is administered earlier or later than stated – (record the reason for this)
14. The parent must sign the administration record at the end of the child's day / session.

Allergies and allergic reaction policy

We are aware that children may have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are prevented and staff are fully aware of how to support the child who may be having an allergic reaction.

- When parents start their children at the setting they are asked if their child suffers from any known allergies. This is recorded on the registration form.
- An allergy list is on the wall in each room in the nursery to make staff aware.
- An individual allergy poster is displayed in the child's room and the dining room with a photo and their allergy on to make staff aware.
- The risk is reduced at meal times by following the procedures in the nutrition policy.
- If a child has an allergy, a risk assessment form is completed to detail the following:
- The allergen (i.e. the substance, material or living creature the child is allergic to such as nuts, eggs, bee stings, cats etc)
- The nature of the allergic reaction e.g. anaphylactic shock, including rash, swelling. Reddening of the skin, breathing problems etc.
- What to do in case of an allergic reaction, any medication used and how it is to be used (e.g. Epipen).
- Control measures- such as how the child can be prevented from contact to the allergen.
- Review
- This is to be kept in the child's file and all staff aware.
- All staff to complete Epipen trained as part of their induction training
- If a child has a serious allergic reaction an ambulance will be called immediately.
- Whilst waiting for an ambulance, contact the emergency contact and arrange to meet them at the hospital.
- Part of the management team must accompany the child to the hospital with the child's registration forms and medical information.



Behaviour management policy

Policy statement

This policy aims to meet the requirements of OFSTED and the Children Act 1989 with regard to behaviour management. It will promote, encourage, reinforce and reward positive behaviour, enabling children to develop a sense of appropriate behaviour and a positive self-image.

Early year's staff must be aware of the need for a consistent approach to behaviour management and develop effective strategies using positive methods appropriate to the individual child.

Inappropriate behaviour

Inappropriate behaviour almost invariably occurs when a child's fundamental needs are frustrated. The staff should always consider what the child's needs are and how they can best be met in the Nursery.

Child first nurseries has its own expectations of the behaviour of children within its care, based on the safety of others, the development of a sense of right and wrong and care and consideration for other people and possessions.

Behaviour management

The degree of success of any behaviour management programme is dependent upon the way in which the programme is carried out and consistency in staff attitude and response to inappropriate behaviour. Nursery staff will act as appropriate role models and should encourage the development of a positive self-image in the child.

In order to function acceptably, children need to feel valued and accepted in a group – to feel secure with the adults caring for them and with the routine of the nursery.

Our staff will work with the children to agree acceptable boundaries. Young children are still very egocentric and much of what society deems desirable, e.g. politeness, honesty, consideration for others, will be recognised and understood through expert role modelling.

We need children to understand what is required of them and why. The Staff at our nurseries need to give consistent messages and guidelines for acceptable behaviour.

Positive methods – no negative input

Positive methods are more effective than negative ones in shaping the behaviour of children. Rewards and distractions are preferable to punishment. Children need to know that despite their inappropriate behaviour we still 'love' them. It is the behaviour we dislike, not the child. Nursery staff should praise a child whenever they can. They should give individual time and attention to the child.

Staff should encourage children to talk over a problem, anticipate and remove potential problems or re-direct them. Staff should value the tangible contributions that the child offers, including drawings and pictures brought from home. Each child should be given the opportunity to 'shine' at a particular activity or skill.

Children should know that you like their family. Staff should develop partnerships with parents and ensure that parents are fully informed about support and the policies and strategies used for managing unacceptable behaviour.

Nursery staff should be consistent in their treatment of children; there should be fairness in access to toys, etc. The same treatment should apply for both the individual and the group. The rewards given should be consistent – in praise for actions, favours and privileges. Staff should remember to reward children when they are good.



The staff should be aware of making emotional moral judgements. We believe if a child is labelled; there is a danger of negative expectation.

Taking into account a child's age and stage of development

Account must be taken in each case of the age and stage of the child's development and staff should modify their expectations in light of the child's level of maturity and ability. Goals should be specified precisely in language everyone, including the child, can understand. They should be broken down into small steps, starting with what the child can be relied upon to achieve and building up slowly.

If sanctions are carried out, they should be appropriate – they should also be given at the time of the inappropriate behaviour, be relevant and fair. Never issue a warning or condition that is unrealistic – be prepared to carry it through.

METHODS OF DEALING WITH UNACCEPTABLE BEHAVIOUR

Distraction

To avoid potential unacceptable behaviour – divert the child's attention. Offer the child something more attractive and positive to do – if possible, let them 'help' you to do something. This may be particularly useful with young children who do not understand verbal reasoning.

Individual attention

Physically removing the child from the situation can stop undesirable behaviour by giving the child time to stop and think away from the problem, object or situation. If a child needs to be removed from a group activity, the time spent outside the group gives them a chance to see what they are missing. Such time out should be brief but immediate. The child should not be removed from the room unless this sanction has not worked.

Reprimand initially should be a private affair between the member of staff and child. In the nursery, staff members need to have established the meaning of talking to the child 'in a stern voice' – **this is not shouting**.

Staff should remember that there is a need to 'build a warm bridge' again as soon as possible – conflicts should never linger.

Removing the object

This can work in the same way as taking the child away but an alternative activity should be offered.

Physical restraint

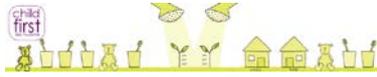
This can help with tantrums where a child is in danger of hurting itself. If physical intervention is seen as appropriate, ensure that the intervention is achieved with minimum force and for minimum time. (as per Standard 11 – Behaviour).

Biting behaviour must be recorded on the incident form but staff should not disclose the name of the biter when talking to the parents of the bitten child. A behaviour form may be completed if appropriate.

Any child presenting difficult behaviour on a regular basis should become the subject for close observation. Staff should identify:

- The nature of the behaviour
- Factors or circumstances which trigger it
- Timing – when and for how long
- People involved
- How does it end

The observations need to be written and examined for identifiable patterns and then decisions made about future handling. Such written observations can provide objective evidence in discussion with parents and other professionals.



A behaviour form should be kept in the nursery to record incidences of severe inappropriate behaviour, i.e. behaviour that causes injury to another child.

General rules

Staff should share their anxieties with others and remember that they are only human and may need time out too. It is not a sign of personal failure to ask for help and advice; it is a sign of maturity, intelligence and understanding.

Staff should always take time to stand back from situations and observe.

Never physically punish a child. A common sense guideline is that staff should only physically remove a child from a situation if they are at physical risk of endangering themselves or the safety of others.

SMACKING, BITING OR SHAKING OF CHILDREN IN THE NURSERY IS FORBIDDEN

Remember that corporal punishment (smacking, biting, and shaking) is illegal, as is depriving a child of food or drink or forcing a child to consume it.

In addition, staff must not use practices that humiliate or frighten children such as poking fun, sarcasm, using derogatory language, verbal or physical threats, taunts or isolation ("naughty chair")

Violence or abuse of a child by a staff member will result in instant suspension pending a full investigation which will lead to dismissal if proved to be valid.

Any programme of behaviour management needs to be continuously evaluated.

There are no hard and fast rules or answers to dealing with problem behaviour – what may be an answer for one child's individual needs may not be suitable for another.

FACTORS WHICH AFFECT CHILDREN'S BEHAVIOUR

Children must be provided with:

Love and care

Staff should show children that they love and care for them. Children need to trust and confide in staff and enjoy their company.

Staff should provide equally for all children, overcoming any tendency to favouritism.

Staff should always listen to what children are saying. Non-verbal communication should reinforce what is being said to the child.

Security

The way the Nursery's programme is structured should foster a feeling of security for the child. The children should know when things happen, where things are and where particular people are to be found. They should be informed of any impending change.

It is important to minimise any situations that may cause a child to feel overly anxious. This can be achieved by creating secure and familiar environment where children are respected and feel confident and able to express their feeling and thoughts.

Adequate sleep and rest

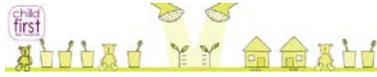
There should be places in the nursery where the children can withdraw quietly if they wish. The quiet area should have comfortable chairs, cushions, beanbags, beds, etc.

Children should be allowed their particular 'comforter'.

Staff should liaise regularly with parents regarding the amount of sleep and rest children are receiving.

The freedom to explore

Children should have some space to 'let off steam'.



The environment in the Nursery should be changed regularly so that children think it is worth their while to explore.

There should be a balance between free and adult-directed activity for individual children.

A positive self-image

Children benefit most where adults adopt a consistent and positive approach. Staff members need to promote a good self-image amongst the children.

Adult as role models

Staff should examine such factors in themselves as dress, manner of speaking, body language, tolerance, politeness and consideration, the value of humour, hygiene and consider if they are presenting appropriate role models for the children.

Sometimes staff need to show a child they have feelings too and are hurt by whatever has ensued.

The boundaries of better behaviour

Staff and children should fully understand what is expected of them and each other. Expectations should be realistic; otherwise inappropriate behaviour is likely to occur.

Opportunities for self-expression

Children should feel free to say what they want to say – verbally, through actions and artistic activities. Patience will be required if a child is withdrawn, encouraging them to express themselves in whichever way they are most comfortable with.

Children should be allowed to work through traumatic experience using such acceptable means as drama, role-play, and artistic and physical expression. The way a child treats its 'person' toy may be an indicator of the child's state of mind and experiences.

If a member of staff suspects that behaviour could be aligned to emotional, physical or sexual abuse as a

result of direct disclosure from the child or physical evidence - **Never interrogate the child**

Report immediately to your Manager. They will know of the legal steps and actions to take which may result in OFSTED, NSPCC or police involvement.

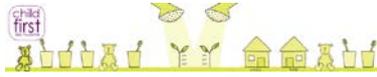
Parental involvement

Staff should always handle a parental communication with tact and diplomacy. They should not become defensive as a result of a feeling of self-failure if a child experiences difficulties. Staff should establish good and honest rapport, involving parents closely and keeping them informed.

Opportunities for learning

Busy involved and happy children engaged in appropriate tasks are much less likely to be disruptive.

Remember, bored children get into mischief. Ensure that activities are stimulating, enjoyable and motivating.



Late/non collection of child

Policy statement

Child first nurseries work in close partnership with parents and recognise the importance of sensitivity and empathy should this procedure need to be implemented.

If parent/guardian/carer is repeatedly late collecting their child it is the responsibility of the Nursery Manager/Deputy to discuss this with them.

In the event that a child is not collected by an authorised adult at the end of the day to cause as little distress as possible, we will ensure the child is cared for safely by an experienced and qualified practitioner within the nursery.

We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Procedure to follow

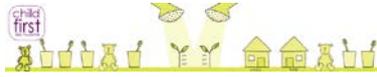
In those instances where a parent is over 30 minutes late and has not made contact with the nursery the following procedure must be followed:

1. Person in charge to attempt to make contact with parent / carer.
2. Person in charge to notify the director or their nominee.
3. Person in charge to attempt to contact parent's employer (if they work)
4. Person in charge to attempt to make contact with those authorised to collect the child.
5. If no contact can be made and at least one hour has passed the person in charge should make contact with First response and inform OfSTED.

**First response single point of contact for social care 0845460001
out of hours 0800 999 7677**

OfSTED contact number: 0300 123 1231

6. Person in charge to keep the Director up to date at each stage. A full written report of the incident must be recorded by the person in charge.
7. Depending on circumstances, Child first nurseries reserve the right to charge parents half the current hourly rate, 10 minutes after the session ends for the additional hours worked by our staff. This amount will be charged every 30 minutes.



Lost/missing child policy

Policy statement

Child first nurseries recognise the responsibility it has when caring for children throughout the day. This includes children within the Nursery setting and children who are taken out for visits into the community.

We recognise there are a number of situations where a child could become lost and these are:

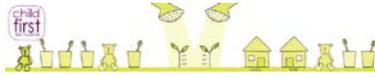
- Where a child wanders off on an outing
- Where a child escapes from the outside area
- Where a child is taken from the Nursery by an unapproved adult
- Where a child is lost within the Nursery

Procedures to follow

- Alert the member of staff in charge who will make enquiries of the relevant members of staff as to when the child was last seen and where.
- Remember the safety of the other children, with regard to supervision and security.
- Ensure the remaining children are sufficiently supervised and secure, one or preferably two members of staff should then search the building / outside area.
- If the child cannot be found within fifteen minutes then the parents must be informed. The Director must also be informed at this time.
- A decision will be made at this time whether to notify the police.
- Continue to search, opening up the area, keep in touch by mobile phone.
- When the situation has been resolved members of staff should review the reasons for it happening, complete a risk assessment and ensure measures are taken to ensure it does not happen again.
- A full and detailed report must be made to the Nursery Manager and a copy sent to the Director and OfSTED.

Local police contact: 999 or 0845 8 505 505 for non- emergencies

OfSTED contact number: 0300 123 1231



Outings policy

Policy statement

Child first nurseries encourage appropriate outings for all children. Regular walks and visits within the local community all contribute to a child's learning.

We aim to make appropriate arrangements so that all children can take part in outings.

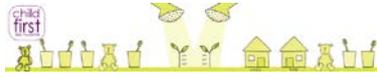
When organising outings/visits appropriate arrangements will be made for children with special needs.

Procedures to follow

For all outings on foot or by vehicle the following procedures must be followed:

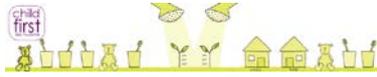
- Written permission must be obtained at the time of registration of the child. Authorisation must be checked prior to the outing.
- Wherever possible, a risk assessment must be done prior to the outing – taking into account hazards such as transportation, live animals and zoos, illness etc.
- Clear details of destination, route and expected times for arrival and departure should be left at the Nursery.
- Staffing ratios must be maintained at 1:3 for all ages. Additionally, where possible parents should be encouraged to participate.
- A first aider must be present and a suitable first aid box must be taken. Any treatments for allergies or medical conditions must be taken in a clearly labelled container with medicine administration form.
- The senior person in charge must be aware of the lost/missing child policy and be confident to take appropriate action if needed.
- A risk assessment containing contact numbers, allergies, etc. must also be taken.
- A member of staff must take the nursery mobile phone with them in case of emergency
- The children must be counted before setting off (on the coach/mini bus if used) and counting must be ongoing at regular intervals throughout the outing. If the group is broken up into sub-groups a designated person in charge must be assigned and that person is responsible for counting the children at regular intervals.
- High visible jackets must be worn by all the children with nursery details on.
- Toilet facilities must be provided for the children at regular intervals.
- Food and drinks must be provided at similar times to those in the Nursery and additional drinks should be offered if the weather is warm or if energetic exercise is part of the day.
 - Meeting points must be pre-designated and times arranged when all the party should assemble. These must be strictly adhered to.
 - Transport must be fully insured; drivers' details satisfactory and all seats must have 3 point safety harnesses or equivalent. The maximum seat capacity of the vehicle must not be exceeded.
 - A set of spare clothing should be taken for emergencies.

At the conclusion of each outing the member of staff in charge of the outing will complete a review of the outing, noting the following:



- Any particular problems with transport (e.g. coach arriving late, no seat belts etc)
- Any particular problems with the venue (e.g. nowhere to shelter during rain)
- Any particular problems with specific children (illness, distress, etc)
- Educational benefits of the visit
- Comments from parents
- Recommendations for future visits.

Prior to each new outing the Senior Practitioner / Practitioner in charge of the outing will refer back to the reviews and take accounts of comments when preparing for the next outing.



Access to visitors

Answering the door

The person who answers the door must always identify the caller and seek identification if not recognised before granting access.

We will not allow access to anyone who is not known, a member of the management team will be informed if there is any doubt and we will carry out telephone checks if they are calling on behalf of a company or organisation.

We ask that parents also take care when entering and leaving the nursery and we therefore request that you don't hold the door open for others, even if you think they are another parent. If you are concerned that someone has entered the nursery in this way, please inform a member of the nursery staff immediately.

Authorised collection

We are very careful when allowing people into the nursery as the child's safety is of paramount importance to us. This includes people who come to collect the child at the end of a session or due to illness etc.

Therefore, we need to know about everyone who is authorised to collect - this includes parents.

They should be people who are familiar to the child and be over 16 years of age. We will store their details in the children's file and set up a password system.

It is very important that we are informed immediately if there are any amendments to the authorisation list and that the child's records are updated and all relevant staff informed.

We will not normally allow any unauthorised person to take the child.

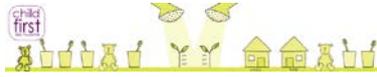
There may however be very exceptional circumstances (e.g. serious delay due to bad weather, transport difficulties etc) when we will allow the child to leave with someone who is not on the list - ONLY if the main carer has contacted us by telephone prior to collection and provided us with a name, description and password.

They will be asked to leave their details with us. If we are in any doubt that the person is different from the one that has been authorised, we will refuse to let them take the child until we have spoken to the main carer again.

These procedures must be clear to the main carer and they must share it with all those on the authorisation list and anyone asked to collect in an emergency, so that they understand we will question them, check their i.d and retain their details.

Other visitors

Whenever possible, we will try to arrange visits by appointment. Any visitors - such as sales people, college assessors, prospective parents, inspectors, gardener, work men and women etc, must complete the visitor's book/sheets on arrival and will not be left unsupervised in the children's areas.



Stay and play session policy

Safeguarding

At child first, the children's safety is paramount. We do this by providing a safe environment for all by following the necessary steps;

Entering & exiting the building for groups

Parents will be greeted at the entrance and escorted through the main nursery to the Mezzanine where the groups will be held.

At the end of the session they will be escorted back down and out to the entrance of the building.

Toilet & nappy changing facilities

All adults & children will be escorted to the toilet/ changing facilities and back to the group.

When nappy changing facilities are being used Staff at child first will ensure they are not changing a child at the same time and no child is using the potty during this time.

Signing in and out

A new parent joining the group will be asked to fill out a contact form that will be kept in a file containing all the contact details including emergency contacts.

Every session has a register that is completed including the time arrived and time leaving.

Mobile phone use

The main nursery has a no mobile phone policy. This is to ensure images are not recorded and used inappropriately. Parents are asked not use their mobile phones in the main nursery to safeguard the children in our care.

Parents at the group will be asked to adhere to this policy while in the main part of the nursery but will be able to use their mobile phones up on the Mezzanine where the stay and play session is held.

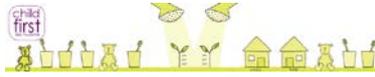
Staff members have the right to ask people attending this group not to use their phone at any point if they deem it as being used inappropriately and will report immediately to the management team.

Fire evacuation

Parents will be informed on arrival if there is to be a planned fire evacuation drill.

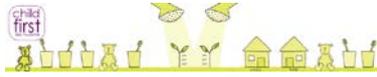
In the case that the fire alarm is raised, parents will be led to the nearest fire exit with their children to assemble in the main car park.

Additional fire evacuation information is displayed in the Mezzanine.



Health and Hygiene Procedure

1. Staff should make every effort to help the children to understand that cleanliness will help to keep them healthy.
2. To reduce the risk of cross infection, provision must be made for each child to have a clean bed sheet and face flannel for use each time. A supply of clean tissues must be available for wiping runny noses etc. No disposable material must ever be re-used.
3. Children must be accompanied to the toilet whilst assistance may be given in wiping bottoms, washing hands etc, staff should encourage and show children how to do as much as possible for themselves at the same time ensuring that good hygiene is practised.
4. Cleaning children's hands and faces after meals must be carried out in a hygienic manner, using one flannel per child. Used flannels must then be put in for washing.
5. When changing nappies, staff must wear disposable gloves and aprons and ensure that the child is in a clean nappy when the parent is due to collect.
6. Disposable aprons worn by staff during nappy changing or cleaning tasks must not be worn whilst undertaking any other tasks i.e. during meal times, play activities etc.
7. Ensure cupboards are stocked with disposable gloves, aprons, baby wipes, nappy bags, cotton wool and barrier cream.
8. Soiled clothes will be rinsed through and returned.
9. All cupboards are to be kept clean and tidy.
10. All toys, games and equipment should be sterilised or thoroughly washed/cleaned monthly or as appropriate. E.g. notification of communicable illness.
11. All toys, games and equipment must be checked for safety prior to use. Any broken or damaged should be discarded and reported the Manager immediately for replacement and will be recorded in a maintenance log..



Sleep and rest policy

At Child first we believe that it is important to allow a child to have a sleep or rest when they require it, regardless of the time of day and the nursery routine.

On enrolment parents are requested to give details of their child's daily sleep patterns to ensure the same routine can be implemented at the Nursery. This may include whether their child requires a dummy / comforter, the way in which they fall asleep and the times they are usually tired.

Children are *encouraged* to have a sleep when tired and staff will only persevere in getting a child to sleep for a maximum of fifteen minutes. We will not normally force a child to wake up and allow them to awake naturally and in their own time.

When going to sleep, babies and children are dressed in light clothing and covered with a blanket only if required, to prevent overheating. The sleep rooms are kept cool and well ventilated.

Please also refer to our behaviour policy on providing appropriate opportunities for sleep and rest.

Sudden infant death (SIDS) policy

Policy statement

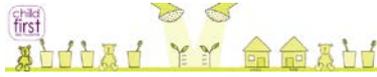
The safety and care of all children attending Child first nurseries is paramount.

The care of very young babies is especially important and we follow the Department of Health Guidelines when placing babies down to rest or sleep.

Procedures to follow

- When putting babies down to sleep/rest always place the baby on their back
- The baby will be placed with its feet close to the bottom of the cot
- Room temperature will be kept between 16-21 degrees Celsius
- Quilts, pillows and cot bumpers will not be used. Only blankets or sheets will be used
- Blankets or sheets must be placed loosely over the babies body
- All sleeping children will be checked and checks recorded every 10 minutes.

In the event of a child being found with breathing difficulties, **CALL AN AMBULANCE** and seek assistance from a trained first aider.



Risk assessment policy

Child first believes that the health and safety of the children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment.

Child First nurseries risk assessment processes follow five steps as follows:

- Identification of risk assessment: Where is it and what is it?
- Who is at risk; staff, children, parents, chefs, cleaners etc?
- Assessments as to the level of risk as high, medium, low. This is both the risk of the likelihood of it happening, as well as possible impact if it did.
- Control measures to reduce/eliminate risk: What will you need to do, or ensure others will do, in order to reduce that risk?
- Monitoring and review: How do you know if what you have said is working, or is thorough enough? If it is not working, it will need to be amended, or maybe there is a better solution.

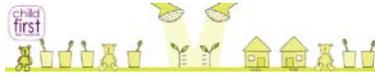
Procedures

Our risk assessment process covers adults and children and includes:

- Checking for and noting hazards and risks indoors and outside, and in our premises and for activities.
- Assessing the level of risk and who might be affected.
- Deciding which areas need attention.
- Developing an action plan that specifies the action required, the time-scales for actions, the person responsible for the action and any funding required.
- Where more than five staff and volunteers are employed the risk assessment is written and is regularly reviewed.
- We maintain lists of health and safety issues, which are checked daily before the session begins as well as those checked on a weekly and term basis when a full risk assessment is carried out.

Legal framework

- Management of health and safety at work regulations 1992



Nappy changing procedure

Never leave a child unattended on a high level nappy changing unit

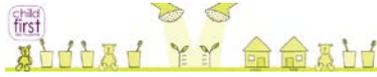
Make sure you have everything ready and to hand before you start.

You will need:

Baby wipes *or*
Access to warm water & cotton wool
Clean nappy
Nappy sack if used
Spare clothes if needed
Barrier cream if required
Baby lotion if required
Disposable gloves
Apron

1. Wash your hands
2. Put on apron and always wear disposable gloves for each change
3. Place baby on changing mat
4. Remove nappy and gently wipe away soiling with wipes/cotton wool & water
5. Clean baby's bottom with wipes/cotton wool & water. Girl's bottoms should be wiped away from the vagina and towards the anus
6. Put on clean nappy and change clothing if required
7. Roll dirty nappy up, ready for disposal
8. Clear away - rinse out bowl, dispose of gloves dispose of nappy and wipes in allocated disposal unit.
9. Wash your hand thoroughly
10. Wipe over mat with diluted disinfectant spray
11. Check under mat and wipe area if needed
12. Remove apron/tabard and discard

Leave area clean and tidy for next change



Toilet Training Policy

Learning to use the toilet is a big event in a young child's life. When a parent/guardian or key person feels that the child may be ready to start, discussions will be taken place between all to ensure that everyone agrees and that the same procedure is happening at home and nursery.

How to tell if a child is ready?

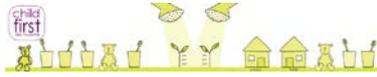
1. The child can remain dry for at least 2 hours within the day and has regular bowel movements.
2. The child is able to tell you when their nappy is wet or soiled, and appears uncomfortable in wet or soiled nappy.
3. Shows interest in the toilet and 'grown up' underwear, and talks about this routine
4. Is independent in undressing and pulling up and down trousers for toileting
5. Can follow instructions

Toilet training techniques:

1. A calm easygoing approach works best
2. Key person to discuss the words that the family use for body parts, urine and bowel movements so that it is consistent with what the child is doing at home
3. Toilet training involves many steps; discussing, undressing, going, wiping, dressing, flushing, hand washing, reinforce the child's success at each step and give positive encouragement.
4. Give children praise for sitting on the toilet, even if they are not urinating. Help children recognise when they are urinating or having bowel movements.
5. Use 'smiley face' charts with children who are toilet training, giving smiley faces for sitting on the toilet also.
6. Encourage parents to dress children in easy to remove clothing to help children be successful in undressing and dressing.
7. Never force a child to sit on the toilet against their will or for long periods of time if they do not want to. This could set up a power struggle and negative feeling toward toilet training.
8. Never punish a child for accidents. Occasional accidents are normal. Be positive and reassuring that they will be successful. Punishment does not make the process go faster and may delay it.
9. Supervise children through toilet training.

Our practice

1. Key person and parents/guardian to discuss plan of action.
2. Parent's to bring in lots of spare trousers, pants, socks and to keep spare shoes in their nursery bag.
3. Key person and other staff will encourage child to the toilet, giving praise, assisting in hygienic practice, and undressing. Staff to do smiley face chart with child, for child to take home when completed.
4. If a child has an accident, staff will always remain calm. Child will be changed and cleaned, and wet clothes will be put in a nappy sack and tied to the child's bag. Parent/guardian will be informed when they collect how the child has done throughout the day, and how many accidents they may have had and where they were when they happened.



Fire Safety Policy

Policy Statement

This policy is designed to eliminate/reduce the risk to the health and safety of children, staff and users of the nursery from fire and related hazards.

Child First nurseries can only ensure the health and safety of everyone using the nursery with the co-operation of staff following/putting the procedures in place during evacuation in a fire emergency or training exercise.

Procedure to ensure robust systems

In order to ensure robust systems exist to respond to an event of a fire:

The manager will:

- Undertake a fire alarm test and emergency lighting at least monthly.
- Keep a record of the tests to include date and time, faults occurring if appropriate.
- Develop a local setting fire evacuation procedure to include exits to be used and assembly area etc.
- Carry out nursery evacuation procedure (fire drill) every quarter as a minimum.
- Keep records of the fire drills, evacuation time and comments.
- Ensure all staff members are aware of and understand the evacuation procedure.
- Ensure that all staff has undertaken basic fire safety training during their initial induction and senior staff will take additional training annually.

All nursery staff will:

- Ensure fire exits are not blocked
- Ensure all routes of access and egress remain clear
- Undertake regular fire safety training.

Procedure in the event of a fire

1. Any staff member will

- Alert all the staff and children by sounding the alarm
- Evacuate the building with the children in their care in accordance with the setting evacuation procedure.
- Take out any registers for which they are responsible.

2. A member of staff will:

- Check toilets, utility room and kitchen

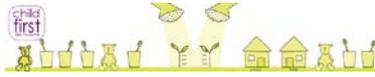
3. The manager (or where the manager is absent the most senior member of staff) will:

- Ensure the registers and emergency contact of all the children are complete
- Collect staff and visitors registers when evacuating
- Ensure every child, member of staff and others are fully accounted for through taking registers and enquiry of staff
- Contact the fire service and other emergency services if required.
- Act as the main point of contact for the fire service and other appropriate services
- Take responsibility for contacting parents/guardians/carers

Meeting point is: Car park

Place of safety is: Child First Pre-School 35 Rickfords Hill

IN THE EVENT OF A FIRE, NO ONE MUST GO BACK INSIDE FOR ANY REASON UNTILL THE FIRE SERVICES HAVE STATED IT IS SAFE TO DO SO!



No smoking policy

Policy statement

Child first nurseries accept that smoking and passive inhalation of smoke is harmful to health. The Company also adopts the position that this is particularly so for children in the early stages of their physical development. Accordingly we have a strict no smoking policy for all areas of the Nursery and external play areas including staff room and adult space.

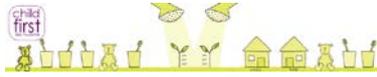
Procedures relating to the no smoking policy

No one shall smoke in any part of the Nursery or the external play areas

- If a member of staff is found smoking in any part of the Nursery or external play areas they will be subject to disciplinary action
- If a parent or visitor to the Nursery is found smoking in any part of the Nursery or external play areas their attention will be drawn to the no smoking policy and they will be asked to extinguish the cigarette

Staff will be permitted to smoke:

- During recognised breaks and lunchtime
- In a location away from the Nursery, external play areas and car park
- Provided that debris arising from smoking is disposed of appropriately
- Provided that they wear cover over their uniform, wash their hands (and freshen their breath if necessary), before returning to work with the children.



Manual handling policy

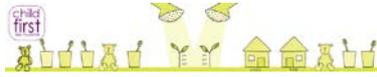
Policy statement

Child First nurseries have a duty to provide a safe place of work that is safe and without risks to health as far as it is reasonable to do so. All staff members are trained in the correct manual handling procedure.

Lifting is an inevitable part of a typical day in a children's nursery, including lifting children and picking up toys or other resources.

General procedures

- Bend from the knees, not the waist and keep the back straight
- When picking up a child (or a heavy object), keep the child as close to you as possible and avoid twisting when lifting
- Lower cot sides before lifting a child from the cot and keep the child in front of you, pick him or her up, then carry to another location (without twisting) before placing down
- Get a firm footing before lifting and keeping feet apart with one alongside the child and the other slightly behind
- Staff should not use child size chairs or tables all of the time. While it is important to maintain eye level contact with young children, remember to take care of the back by using adult size furniture for quiet times and breaks
- When holding or rocking children, where possible use comfortable chairs or furniture with good back support
- Use changing tables that are at a comfortable height for standing
- Use ramps or small steps to allow children (with supervision and hand support) to climb up to changing tables or other places where they might normally need to be lifted
- For trips to the park or playground, use multi seat pushchairs to transport children
- All staff complete a course of manual handling as part of their induction training.



Procedure for control of hazardous substances (COSHH)

1. All staff will receive training on COSHH regulations and be expected to adhere to the regulations.
2. The number of hazardous substances will be kept to an absolute minimum and be provided with relevant COSHH sheets.
3. Spillages must be swept up and disposed of in plastic bags or mopped up using copious amounts of cold water and diluted to a safe level before disposal. Brushes, mops and cloths should be well rinsed after use and contaminated paper products disposed of in closed plastic bags. The Manager must be informed of any significant spillage.
4. After handling a hazardous substance, staff must remove protective clothing and wash hands before resuming work, touching food or leaving the premises.
5. Emergencies resulting from swallowing, inhaling, skin or eye contact must be dealt with in accordance with first aid provision and with instructions issued by the manufacturers of the substance.
6. Medication for personal use must be treated as a hazardous substance if excessive dosage is not to be harmful. It is particularly important that all doses administered be recorded in the inventory so that any unexplained shortage can be quantified precisely.
7. It should be assumed that all forms of bodily discharge are potentially infectious and the appropriate precautions observed in disposing of contaminated materials and subsequent cleaning.
8. Hazardous substances are to be kept in the containers in which they were supplied and are not to be transferred to and stored in other containers which are unidentified or which have incorrect markings.
9. It is unlikely that radioactive substances or known carcinogens will be deliberately brought onto the premises. However, if there are grounds to suspect that any such material is present, the Company Health & Safety Co-ordinator must be notified immediately.

There are special regulations covering the control of substances, which are hazardous to health.

The regulations lay down what an Employer must do to protect people in the work place against health risks arising from swallowing, inhaling or having contact with toxic, irritant, carcinogenic, infectious or radioactive substances.

An employer must:

- Identify those substances that are covered by COSHH
- Assess the risk of someone being harmed by them
- Try to reduce the risk by substituting another, less hazardous substance, or reducing the quantities used
- Investigate any unaccountable shortages of hazardous substances. Where no explanation can be found, notify the Company Health & Safety Co-ordinator.
- Monitor the procedures in the Nursery for controlling hazardous substances to ensure they are still appropriate and are being observed by all members of staff and contractors.



Children's record policy

There are record keeping systems in place that meet legal requirements: means of storing and sharing that information take place within the framework of the Data Protection Act and the Human Rights Act.

This policy and procedures is taken in conjunction with the confidentiality policy and our procedures for information sharing.

Procedures

WE KEEP TWO KINDS OF RECORDS ON CHILDREN ATTENDING OUR SETTING:

Learning journals

- These include observations of children in the setting, photographs, video clips and samples of their work and summary developmental records.
- These are usually kept in the nursery rooms and can be freely accessed and contributed to, by staff, the child and the child's parents.

Personal records

- These include registration forms, signed consent forms, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an on going record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.
- These are confidential records are stored in a lockable file or cabinet and sure kept secure by the management team in the office.
- Parents have access to their child's file and records on their own children at any time, but do not have access to information about any other child.
- We will keep children's records after the child has left according to OfSTEDs recommendations.

Legal framework

- Data Protection Act 1998
- Human rights Act 1998

Observation and learning Journals policy

"It is crucial to their future success that children's earliest help to build a secure foundation for learning throughout their school years and beyond. Practitioners must be sensitive to the individual development of each child to ensure that the activities they undertake are suitable for the stage that they have reached. Children need to be stretched, but not pushed beyond their capabilities, so that they can continue to enjoy learning. The keys to achieve this are:

- Ongoing observational assessment to inform planning for each child's continuing development through play-based activities;
- A flexible approach that responds quickly to children's development needs;
- Coherence of learning and development across different settings and related to child's experience at home."

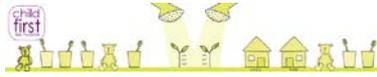
Statutory Framework For the Early Years Foundation Stage, DfES 2007

Observation, assessment and record keeping are an important part of the planning process to help understand and consider children's current interests, development and learning.

Observation

Observation involves watching children closely and then noting down what is seen and heard in order to:

- Gain detailed understanding of the child
- Plan for the children's needs and interests, including specialist advice and support when required.
- Plan for progression and differentiation
- Inform planning
- Share the child's development with parents/carers
- Provide information on transfer to next stage of education
- Give staff a greater insight into the way children learn



Observations are made by many people, who are involved with the child, including parents/carers, nursery staff, students and other professionals (e.g. health visitor, speech therapist) as well as the children themselves.

Observations (written and photos) are put in the child's learning journal which build up a detailed picture of the child's development over time.

All children are regularly and continually observed in accordance to Early Years Foundation Stage. The EYFS is made up of six areas:

- Personal, social and emotional development
- Communication, language and literacy
- Problem solving, Reasoning and Numeracy
- Knowledge and understanding of the world
- Creative development

The six areas of Learning and Development together make up the skills, knowledge and experiences appropriate for babies and children as they grow, learn and develop.

Children's learning journals are available for parents/carers to look at, at all times.

All weather policy

Part of Child First nurseries curriculum is to ensure children have the opportunity to access outdoor play though-out the whole year. In order to do this it is important to ensure your children have the appropriate clothing/protection.

The following guidance is to help you as parents understand our policy on outdoor play.

Spring/summer

Children will not be allowed to access outdoor play in hot weather unless they have the appropriate protection.

- Sun hats
- Clothing that covers sensitive areas, ie neck, shoulders & backs (no strappy tops).
- Sun cream if not using the sun cream provided by the nursery.

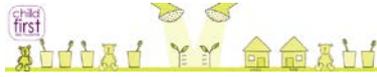
In very hot weather children will have limited access to outdoor play at peak times of the day; shaded areas will be provided to give further protection. Children will have access to water to drink at all times.

Autumn/Winter

During the winter months we would ensure children have the opportunity to experience a range of weather, i.e. snow, wind, ice, to do this we need to ensure that children have appropriate clothing.

- Hats
 - Gloves
 - Warm coats
 - Rain jackets
 - Wellies
- Please ensure all clothing is named.

When the weather is really cold we would ensure that children are out for limited periods only.



Sun cream policy

Child First Nursery believes in Sun Safety to ensure that children and staff are protected from skin damage caused by the harmful ultra-violet rays in sun light.

Procedures to be followed to reduce risk:

- Encourage children to wear clothes that provide good sun protection. (e.g. Hats, long sleeves)
- Only children wearing a sun hat and sun cream are permitted to play Out-side Between the months of May and September in sunny weather
- Permission from parents must be given for staff members to apply sun cream to their child. If permission is not given the child will not be allowed outside. Sun cream is provided by the nursery and will be a children's sun cream that is at least factor 50
- Parents can supply their own sun cream if they choose to do so, but must give consent for us to apply to their child still.

- Staff should apply the cream at least 15 minutes before the children venture outside to ensure that it has started working. The cream will be re-applied as per instruction on each individual bottle. Areas of shade will be provided wherever possible.
- Staff and parents/carers should act as good role models by practising sun safety themselves
- Individual arrangements will be made for children with medical conditions who are unable to wear sun cream
- Regularly remind children, staff and parents about sun safety through Newsletters, meetings, informal discussions

Nutrition policy

Principles

It is suggested that 30% of our foundation is based on what and how we eat.

At Child First we understand that almost 50 percent of the calories that young children consume are used to support the intense brain activity, much of which has to do with consolidating the growth of neural pathways – therefore, what and how children eat can affect their bodies INCLUDING their brain.

Encouraging children to explore eating and to ensure a balance is as vital as having the opportunity to discover through play.

In ensuring that children have the capacity to choose in later life, they need to have experiences when they are very young.

Often our intervention in these experiences can hamper or become a barrier. While no child should be forced to try food – giving access to the smells – and preparation can be more inviting. Being able to see and try food – rather than imposing a 'ready' meal – may be major un-blockers in developing a healthy and appropriate diet.

So giving children the opportunity to see, hear and smell food and being able to serve themselves from an early age will be beneficial to the child.

And discovering food is not only about nutritional value but can also be an essential part of the child's development and well being. The partnership between carers (parents and practitioners) and catering staff is made even more essential in the very young when allergies and tolerance levels can be 'discovered' and then alleviated or encouraged.

A baby will not have developed all of their immune systems and will not have been exposed to all of the potential food groups. While we must eliminate foods which may be known to be harmful – the challenge is



as great to ensure that as primary carers (parents and ourselves) we must share every experience to ensure that we achieve the right balances and eliminate as much potential harm as possible.

The individual requirements of the children will be gathered during the settling in period and met as outlined in the separate special dietary requirement policy. Adults eating at nursery will also be catered for and their dietary requirements met.

Wherever possible we will aim to involve the children in all aspects of the planting, growing, preparation and serving of the nursery food.

These opportunities will incorporate experiences and activities that encompass the foundation stage and birth to three matters frameworks.

We aim to use only good quality produce, sourced locally wherever possible or grown on site.

Our menus will be seasonal, healthy and balanced.

Procedures for diet and food management

Child First will follow rigorous food health and safety procedures which will include:

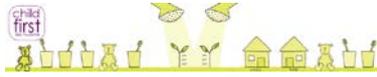
- Stock rotation
- Preparation and storage of food
- Record keeping in line with food and safety standards
- Personal hygiene standards
- A commitment to training all staff to at least Basic Food Hygiene level

At all times staff working in the kitchen MUST wear the appropriate clothing.

Child First will adopt a policy that ensures standards of table manners and behaviour is adopted and consistent. All meal times should be social occasions, happy and relaxed for children and staff alike.

General procedures

- Individual dietary requirements will be respected and met
- Staff print pictures to display of the children who have requirements to refer to throughout the day at mealtimes.
- Staff will set a good example of good table manners
- Cultural differences in eating habits will be respected
- Children will be encouraged to serve themselves, assisted when appropriate
- Children will be encouraged to say 'please' and 'thank you' and remain at the table as appropriate for their age
- Children will be encouraged to engage in conversation with their peers and adults at mealtimes, at an acceptable noise level
- Any child who shows signs of distress will have his food removed without any fuss
- At the end of the session the parent/carer must be made aware
- Staff will set a good example by eating the same food as the children.
- Children not on special diets will be encouraged to try a small portion/piece of everything
- Children who are slow eaters will be given time and not rushed.
- Portion sizes and quantities should reflect the size and age of individual children
- Children will be encouraged, where reasonably possible; to wait until everybody has finished before starting their dessert.
- Menus will be displayed for parents to see.
- Child First will provide information and training on food safety to employees to ensure that statutory requirements and the needs of the Centre are met.
- Should employees have concerns about food safety within their Centre, they should inform the Manager to enable them to investigate and rectify the situation if necessary
- The person responsible for the implementation of this policy is the Manager



Specific procedures

- Staff should ensure that children's hands are clean prior to eating.
- Staff serving food to the children must wear appropriate coloured apron, have their hair tied back and ensure their hands are clean wearing the correct coloured gloves provided.
- Staff entering the kitchen must wash their hands each time.
- All tabletop areas should be clean prior to eating.

Staff complete a food hygiene course as part of their induction training.

After meal times,

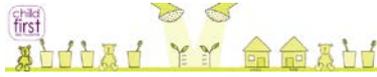
- The children should be washed, any dirty clothing must be changed so the children are clean and comfortable, ready to participate in the following activities.
- The tabletops must be cleaned with an appropriate disinfectant spray.
- All food must be cleared and removed from tables, chairs and floor area.
- The floor area should be brushed and mopped clean using the appropriate coloured mop
- Cutlery, crockery, cups and beaker, must be returned to the kitchen immediately after the meal has ended.

Procedure for special dietary requirements

Where any child in Child First care has special dietary requirements, the following procedure will be followed, regardless of whether the generally prepared meals are suitable or not:-

1. During the settling period, parents will have the opportunity to discuss their dietary requirements with their key worker , who will then be responsible for passing information to the chef, manager and colleagues.
2. Stringent procedures for the storage and preparation of food should be followed to ensure no cross contamination.
3. Consideration for special diets should be given when planning menus.
4. Should an allergy require medical treatment, the manager must ensure staff are fully trained and the medication is readily available
5. **In the event of a severe allergic reaction an ambulance should be called immediately and the parents informed. A serious incident form should be completed, a member of the senior management team informed and the incident reported to OfSTED at the earliest opportunity.**
6. All meals for children with special dietary requirements must be handled only by the chef wherever possible. If the food should leave sight of the Chef, the meal must be clearly labelled and easily identifiable. A specified member of staff in each room is to be responsible for collecting these meals from the kitchen ensuring that they are delivered to the correct child and making room staff aware that the child has been served.
7. In addition to personal documentation recorded, any dietary requirements must also be logged onto the nursery software system and the dietary register checked and update regularly. New special diet registers must be issued whenever a child starts or leaves the room or has changes to their dietary requirement.
8. Parents must be made aware that they have a responsibility to inform the centre of any changes to special dietary requirements **IN WRITING**.

Staff members are responsible for keeping dietary information up-to-date and accurate



Weaning Policy

At Child first, babies are usually weaned at six months, in full partnership with parents and carers. All foods are freshly prepared on the premises by the Nursery chef and each individual baby's needs and parental preferences are catered for.

When weaning babies, the staff team at Child first refer to current health recommendations from the Department of Health. Foods prepared for babies do not have added salt or sugar.

Weaning in the early stage is a gradual process, aiming to get the baby used to taking food from a spoon as well introducing different textures and flavours. To start with, small spoonfuls of baby rice, pureed vegetables or fruit will be offered.

The main nursery menu is referred to when feeding babies, however alternatives are prepared if the menu item is not suitable for the age and weaning stage of the baby. This menu is displayed for parents and discussed at length with them on their child's first settling in visit. A record is kept of the baby's daily food and fluid intake discussed with parents at the end of the session.

Cow's milk or similar will not be given to babies as a main drink until they are twelve months old. Whole cow's milk or similar may be used in cooking or when preparing foods such as breakfast from six months.

In the early stages of weaning food will be pureed to a very smooth texture. In general, from six months a thicker and lumpier texture will be introduced, and from seven months foods are mashed or finely minced. Finger foods will be introduced when child is ready.

Babies feeding equipment such as bowls, spoons and beakers are sterilised until the baby is at least six months old. Babies who have formula or breast milk will have their bottles and teats sterilised at all times. Babies' milk is kept in the baby room fridge and heated using only a bottle warmer. The microwave is never used to heat milk.

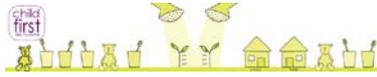
Water given to babies under six months will be boiled and cooled first. Baby juice or similar juices are not offered as part of the menu at Child first.

Procedure on preparing and storing formula feeds

- Parents are to provide formula milk powder already ready measured in a suitable container.
 - Do not use artificially softened or repeatedly boiled water
 - Fill and boil a kettle, leave to cool as directed
 - Wash and sanitise hands
 - Pour the required amount of cool, boiled water into the bottle if not already provided.
 - Pour pre-measured formula into the bottle.
 - Shake the bottles to ensure thorough mixing
 - Any bottles not required immediately must be labelled with the child's name and placed in the refrigerator
 - Once made, feeds can be stored in the refrigerator at a temperature between 0 deg C & 5 deg C for up to 24 hours
 - When required, feeds can be reheated to the temperature required by an individual child, using a bottle warmer or by standing the bottle in a jug of boiled water
 - Feeds must not be reheated more than once and must be discarded one hour after removal from the refrigerator

DO NOT REHEAT FEEDS IN A MICROWAVE

Always test the temperature of the feed on the back of wrist before presenting the bottle to a child



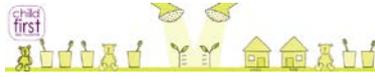
Financial procedures

▪ Purchasing / replacement of equipment etc.

1. Purchasing of provisions (food) is the responsibility of the catering manager, if applicable, in consultation with the manager.
2. The manager will administer a monthly petty cash float within the budget
3. The manager and deputy will have a company credit card which should be kept securely and not be given to any other person. It is the card holder's responsibility to keep the PIN number confidential and inform the bank and Director immediately should the card be lost or stolen. All cards should be returned to the company when the card holder's employment ends.
4. The use of the credit card is primarily to purchase food and resources and draw petty cash for the day-to-day running of the nursery. There may be exceptional circumstances where the card can be used to pay for goods or services in an emergency. This can be at the manager's discretion and the Director informed as soon as is practicable.
5. The manager is responsible for ensuring petty cash and credit card expenditure records and receipts are kept and forwarded to the finance department as requested
6. The manager has the responsibility for ordering such replacement of stock (e.g., cleaning materials, paint, and consumables) as is necessary.
7. The manager can order new or replacement equipment toys and games within budget and wherever possible on 30 day payment terms.
8. Any purchases over this limit must be authorised by the Director

▪ Fee collection

1. The collection of fees is the responsibility of the manager / Child first Nurseries
2. Fees must be collected from customers monthly, in advance on the 1st of every month
3. Any payments should be recorded immediately and secured in a safe place. Access to all money held at the nursery should be limited to members of the management team
4. Large quantities of money should not accumulate at nursery. It is the manager's responsibility to bank regularly or arrange prompt collection by a company senior manager.
5. Risk assessments should be carried out on the holding and banking of money. No employee should be put at risk carrying out this duty.
6. The full fee collection procedure is explained in full within the parents terms and conditions



Short courses policy

Child first nurseries encourage staff to complete short courses within the setting when they first start to help them develop their knowledge in different areas. Once staff complete the courses at the end of a short assessment they receive a certificate of achievement to keep on file.

The short courses consist of:

- Understanding meningitis
- Food hygiene
- Equality and diversity
- Introduction to childhood illnesses
- Child protection
- Manual handling for childcare professionals
- Safe and effective use of an Epi- pen
- Infection control
- Safe handling of medicines in childcare setting

Each year we close for 5 days for staff training, dates can be found on our website or ask in reception.



Recruitment policy

Child First Nurseries are committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. We are an equal opportunities employer and will select applicants for interview based on their ability to do the job. Successful candidates will be required to complete an enhanced DBS check.

At Child first our people are at the heart of what we do, therefore when it comes to recruitment, we want to ensure that we appoint the best person for the role, to deliver Outstanding care to our children.

We aim to ensure that all people working for children are suitable to do so and we are therefore extremely vigilant when recruiting new staff to join our team.

Our procedure is as follows:

- We will always include a statement regarding our commitment to safeguarding in all adverts.
- All applicants will be required to complete an application form
- All shortlisted candidates will be given a job description will be given to make sure the applicant is suitable for this job

All candidates are required to bring along the following for the interview;

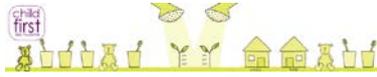
- One written reference (or full details for referee who can be contacted prior to employment being offered)
- Two forms of identification and a recent utility bill with your name and address noted
- Documents which give you the right to work in the UK e.g. passport or visa, National Insurance Number
- Current Enhanced DBS (CRB), which is less than 12 months old (if you have this)
- Proof of qualifications, if applicable for the role

The interview

- Detailed enquiries will also be made regarding any gaps in their employment.
- The manager or member of the management team will always be present at interviews.
- Interview questions will be relevant to the post and reviewed regularly in accordance with the EYFS.
- Each applicant will receive communication from the nursery stating whether they have been successful or not.
- Interview notes should be kept on file and unsuccessful applicants records should be held for 6 months.
- Candidates will be asked to take part in play session if they have a successful interview- this is closely monitored by senior staff members. They will not be left alone with children at anytime

Starting work

- The successful candidate will be informed that their job is conditional, dependent of the return of a satisfactory written references and an enhanced DBS check.
- New members of staff will not be allowed unsupervised access or be able to provide intimate care (nappy change/toileting) to any child until their DBS check comes back clear.
- New members of staff will undergo a full induction on their first day of employment and will be given a buddy who will support them through the first few months.



- New staff are to must complete an online safeguarding/child protection course as part of their induction.
- New members of staff will be given policies and procedures and a copy of the company's philosophy.
- Supervisions will take place regularly to monitor progress.
- New staff will be on probation for 6 months following employment and their position reconsidered if they are not performing to an expectable standard.
- All staff must notify the manager if any circumstances arise that may affect their suitability to work with children.

Conflict of Interest Policy

Definition:

A **conflict of interest** is a situation in which an individual has competing interests or loyalties. A conflict of interest can exist in several kinds of situations:

- With a public official whose personal interests conflict with his or her professional position
- With an employee who works for one company but who may have personal interests that compete with his or her employment
- With a person who has a position of authority in one organisation that conflicts with his or her interests in another organisation
- With a person who has conflicting responsibilities

Examples:

- A member of staff is related to a child within the provision
- The manager of the provision has a close friendship with one of the families
- A member of staff has a close relationship with the registered body of the provision (i.e. proprietor, manager)
- A member of staff holds a second employment
- A member of staff has connection with families within their workplace through social networking
- A member of staff provides babysitting for a family of the provision

A close relationship is defined as such by virtue of association, which is a family relationship, personal partnership, civil partnership or marriage. This may also apply to close friendships, guardianships (Godparent) or business partner.

