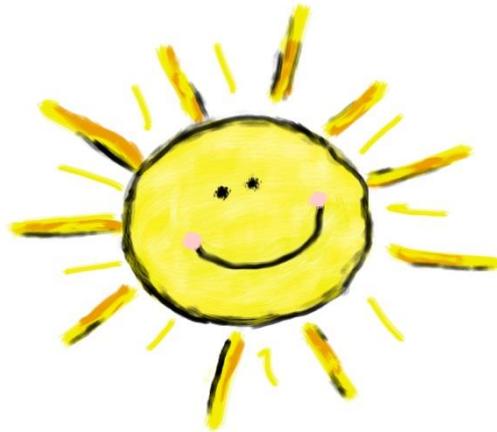


# Claverham Day Nursery



## Parent's Policy Booklet

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Tel:01424 774548

E-mail: [nursery@claverham.org](mailto:nursery@claverham.org)

Website: [www.nursery.claverham.e-sussex.sch.uk](http://www.nursery.claverham.e-sussex.sch.uk)

Ofsted Number: 508991



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## WELCOME TO CLAVERHAM DAY NURSERY

This booklet contains our policies and procedures at Claverham Day Nursery. If you would like to see a complete copy all of our Policies and Procedures please ask a member of staff. The file containing all our Policies is located by the front door.

The Nursery website is: [www.nursery.claverham.e-sussex.sch.uk](http://www.nursery.claverham.e-sussex.sch.uk)

Certain documents on the website are only available to our nursery parents, the login details are as follows:

Username - parents  
Password - nursery66



Follow us on Facebook [click here](#) or copy the following link into your browser  
[https://www.facebook.com/claverhamdaynursery/?ref=aymt\\_homepage\\_panel](https://www.facebook.com/claverhamdaynursery/?ref=aymt_homepage_panel)

To join the Nursery's closed group [click here](#) or copy the following link into your browser  
<https://www.facebook.com/groups/1687538468144284/>

Then click join group and admin will accept your request.

A full version of the policies in this booklet can be found in the Nursery. Please ask a member of staff if you wish to read any of the policies and procedures Claverham Day Nursery runs by.

## ADMINISTRATION OF MEDICINES POLICY

- Any child who is prescribed antibiotics must be excluded from nursery for 24 hours of starting the course and can only return to nursery if they are well enough to do so.
- Paracetamol will only be administered if accompanied by a doctors letter stating a need for this type of medication e.g. for an ongoing medical condition that requires pain relief such as joint pain.
- Children may not remain at Claverham Day Nursery if they are unwell, and a parent/carer will be contacted to arrange collection.
- If children have a high temperature/fever of 37.5 degrees or above parents will be contacted and asked to collect their child.
- Under current legislation, children are able to attend the nursery with conjunctivitis. Child need to be using appropriate eye drops and for children over 2 years old, medication does not necessarily need to be prescribed just purchased over the counter at a pharmacy. As regular treatment needs to be given for conjunctivitis a member of staff will administer the appropriate medication.
- Claverham Day Nursery will administer nappy creams and teething gel/granules brought in by parents. We believe that such products relieve the discomfort that is sometimes caused by teething/nappy rash, but does not warrant a prescribed medication.

## ARRIVALS AND DEPARTURES POLICY

- Claverham Day Nursery opens at 8.15am and the staff cannot accept children before this time.
- The children booked in for a morning session need to be picked up by 1pm as we have new children arriving for the afternoon session at 1pm.
- The nursery closes at 5.45pm which should mean that all children have left the building by this time. If you are late picking up your child we will follow the nursery's Late and Non-Collection Policy.
- The College site has an electronic gate system. The gate is closed between 8.45am and 5.45pm. Access to the Nursery during these times is via a pedestrian gate on the left hand side of the gate, with an entry phone system linked directly to the Nursery. Please park in the nursery reserved parking spaces outside the Sports Centre and walk down to the gate. If there is no parking in the top car park or in the reserved nursery spaces you may buzz the gate and we will let you drive through to park your car at the back of the nursery.
- To walk back through the pedestrian gate and exit the nursery site the code for the gate is 1066
- There is also a disabled parking bay, please do not use this unless you have a disabled parking badge.
- If the child is not to be collected by the parent/carer or authorised person then we will ask parents/carers to complete a form that gives your written permission that any adult other than parents, legal guardians, the named emergency contact or those named on the registration form with legal contact will be picking your child up from the nursery.
- There is a peg with your child's name on; this is for their coats and bags. The Family Room are encouraged to find their own pegs and hang their coats up independently.

### Absences

- Please telephone or email the nursery before 9.00am if your child is unable to attend on that day. It is also helpful to let us know if you have a holiday planned during nursery time, so we can keep a fairly accurate idea of numbers of children. All absences are charged at full fees.

### Children in receipt of the Early Years Education Entitlement (EYEE)

- Your child must attend Claverham Day Nursery for the number of hours per week you have claimed for on the declaration form to receive their free nursery education. The arrival and departure time will be logged on our registers at the nursery so that the auditors can track the amount of hours that each child is attending. They have stated that if a child is not attending for the amount of hours claimed on the parent declaration form they will withdraw the amount of funding that has been allocated and you will be required to pay this amount.

### Parent/Carer Responsibility

- Please note that on the arrival and departure from the nursery, whilst a parent/carer is present the child remains the responsibility of the parent/carer. The child becomes the responsibility of Claverham Day Nursery staff once the parent/carer has left the premises.
- The staff at Claverham Day Nursery reserve the right to refuse entry to an individual if they are unsure of their purpose or they appear to be under the influence of alcohol or drugs.

## **BAD WEATHER ARRANGEMENTS**

In the event of bad weather and the possibility that there could be serious driving conditions, we ask that parents use the following methods of communication:

**The main method of communication with parents in these circumstances will be via the Claverham Community College Website. We will attempt to upload the information by 7.30am and then update this information at appropriate intervals.**

Our website address is: <http://www.claverham.e-sussex.sch.uk/>

We also inform East Sussex County Council, who put school/nursery closures on their website and alert the local radio stations. They also have a live RSS feed, which you can subscribe to, which will alert you within 5 minutes of a school closure. Further information is available at:

<http://www.eastsussex.gov.uk/educationandlearning/schools/schoolclosures.htm>

In the event that we receive a serious weather warning while the children are with us, we will telephone parents as soon as possible for them to collect their children and also follow the above procedure.

Please note that due to the sloping nature of our site we have a large number of paths and roads that are dangerous until cleared. The College and Nursery may be closed the following day, after snow, in order to make the site safe, even when the main roads are open. Please check the website for information.

## BRITISH VALUES POLICY

### Teaching and promoting British values at Claverham Day Nursery

The fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs are already implicitly embedded in the 2014 Early Years Foundation Stage.

Separately, the Counter Terrorism and Security Act also places a duty on early years providers "to have due regard to the need to prevent people from being drawn into terrorism" (the Prevent duty).

At Claverham Day Nursery these values are reinforced regularly and in the following ways:

#### Democracy: making decisions together

We listen and respond to children's and parent's voice. Our Nursery Positive Behaviour policy is clear that children are expected to contribute and co-operate, taking into account the views of others.

#### The Rule of Law: understanding rules matter

We consistently reinforce our high expectations of children. Children are taught the value and reasons behind our expectations (rules) that they are there to protect us, that everyone has a responsibility and that there are consequences when rules are broken.

#### Individual Liberty: freedom for all

Within the Nursery children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. As a Nursery we educate and provide boundaries for young children to make choices safely, through our provision of a safe environment and empowering teaching. Children are encouraged to know, understand and exercise their rights and personal freedoms.

#### Mutual Respect: treat others as you want to be treated

Part of our Nursery ethos and positive behaviour policy has revolved around Core Values such as 'Respect', and children are modelled this by caring, sharing and listening to others. Staff help children to understand how to respect by talking about how actions/words can affect others.

#### Tolerance of those of Different Faiths and Beliefs:

We aim to enhance children's understanding of different faiths and beliefs by participating in a range of celebrations throughout the year. Children have the opportunity to dress-up in clothes and try different foods from other cultures and we encourage parents/carers to participate in and support our multicultural events.

## COMPLAINTS PROCEDURE

Our Complaints procedure can be found on the parent's notice board.

### Stage 1

- Any parent who is uneasy about an aspect of the nurseries provision talks over, first of all, his/her worries and anxieties with the Nursery Manager or Deputy Manager.
- A note is made of any complaints in a Complaints Book, which is available to see at any time.
- Parents will be told of the outcome of the investigation within 28 days of the nursery having received the complaint.

### Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Nursery Manager. The Nursery Manager will then pass this information onto the Line Manager of the Nursery. Parents will be told of the outcome of the investigation within 28 days of the nursery having received the complaint.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

### Stage 3

- The parent requests a meeting with the Nursery Manager, Line Manager and Principal of the College. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

### Stage 4

- If at the Stage 3 meeting the parent and nursery cannot reach agreement, the school's Governing Body is invited to help to settle the complaint. The person from the school's Governing Body should be acceptable to both parties, listen to both sides and offer advice. They have no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The person from the school's Governing Body keeps all discussion confidential. S/he can hold separate meetings with the Nursery Manager/Deputy and the parent, if this is decided to be helpful.
- The person from the school's Governing Body keeps an agreed written record of any meetings that are held and of any advice s/he gives.

### Stage 5

- When the person from the school's Governing Body has concluded her/his investigations, a final meeting between the parent, the Nursery Manager, Line

Manager and Principal of the College is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The person from the school's Governing Body's advice is used to reach this conclusion.

- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Early Years Foundation Stage principles are adhered to.

The address and telephone number of our Ofsted regional centre are:

Ofsted

Piccadilly Gate

Store Street

MANCHESTER

M1 2WD

Helpline: 0300 123 1231 (Monday - Friday 8am - 6pm)

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Website: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

#### Complaining to Ofsted

Parents and/or carers are able to raise concerns or complain to Ofsted at any time about the nursery. They may also raise concerns with Ofsted if they believe the nursery is not meeting the EYFS requirements.

#### Records

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. The record is available to see by parents/carers at any time.

## CONFIDENTIALITY POLICY

### Statement of intent

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality nursery and preschool services that the setting provides. The staff of Claverham Day Nursery respects the right of every parent, child and employee to confidentiality of personal information and details. The information held in the Nursery is for those that have direct concern over the health and welfare of the children and staff and will not be shared outside of the premises or without the permission of those involved.

### Aim

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. This may be done in written or verbal form through the key person system and the open door policy.

### Method

The nursery's work with children and families will sometimes bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have ready access to the files and records of their own children but will not have access to information about any other child. Parents who would like to access this information are asked to speak to the Nursery Manger or Deputy Manager.
- Parents will have free access to developmental records.
- A written request will have to be made by parents for personal records on their child and the nursery will take into account data protection rules when disclosing records that refer to third parties.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than the parents/carers of that child.
- Children's assessment files and other information regarding individual children will be stored in locked cabinets in each room.
- Personal information about children, families and staff is kept securely in a lockable file whilst remaining as accessible as possible. The Nursery Manager and Deputy are the only key holders for these files.
- The role of the child's key person is to insure parents can share confidential information regarding their child with a member of staff which the parent and child feel comfortable with and have good relations. The key person has a role to keep this information confidential and inform management if any issues should occur.
- Any information given to a key person is to be kept confidential at all times and it is the key persons job to be responsible for the children in their care at all times and

using this information within their role to meet the needs of each individual child within their care.

- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis. Any incidents that place out of nursery are recorded on an Incident at Home form and the parent s and Nursery Manager must sign and date the form. This information is kept between the parent, manager and relevant staff.
- Any concerns/evidence relating to a child's personal safety will be shared with the parents/ careers unless we feel this may put the child in further harm, this information is o shared with as few people as possible on a need to know basis and will be passed onto social services by the nursery manager.
- Any information received during the recruitment process is kept confidential between the management team and candidates at all times. All unsuccessful applications are shredded to ensure all personal information is kept confidential at all times.
- Issues to do with the employment of the staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Staff induction includes an awareness of the importance of confidentiality in the role of the key person and staff are given a copy of this policy in their handbook to adhere to. All staff sign a staff agreement to say that they are aware of the policy and will follow it.
- Information relating to staff members will be kept in a locked filing cabinet in the office. Each member of staff will have their own file.
- Staff Supervision takes place every six months and Staff Appraisals are conducted annually and any discussions that take part at this time are kept confidential between the staff member and the management team.
- Staff adhere to the data protection act at all times.
- Recognise individual confidentiality and choice to not always wanting to be involved or participate.
- The building and filing cabinets are securely locked at the end of each day and CCTV operates 24 hours. The CCTV is only used in the case of an emergency.
- Students on recognised courses observing in the nursery are given a copy of our confidentiality policy in their student handbook and required to respect it. Students need to get written confirmation from parents to observe any child or to complete any work on them.

All the undertakings above are subject to the paramount commitment of Claverham Day Nursery which is to the safety and well-being of the child.

Claverham Day Nursery will retain records relating to individual children or staff for 5 years after they have left the nursery. After this time they will be destroyed in line with guidance from ESCC.

**Claverham Day Nursery is registered under the Data Protection Act 1998 and Data Protection (Amendment) Act 2003 and Freedom of Information Act 2000 to hold personal data.**

## E-SAFETY POLICY

### **Advice for Parents/Carers**

The internet is such an integral part of children's lives these days. It opens up so many educational and social opportunities, giving them access to, quite literally, a world of information and experiences.

Whether on a computer at school, a laptop at home, a games console or mobile phone, children and young people are increasingly accessing the internet whenever they can and wherever they are.

As you would protect your child in the real world, you will want to make sure that they are safe whatever they are doing.

E-Safety skills are skills for life. If your child understands the risks and can make sensible and informed choices online, they can get the most from the internet and stay safe whilst doing so - particularly from those people who might seek them out to harm them.

**Please note that most social networking sites stipulate a minimum user age of 13 years old.**

### Policy Statement

The internet is an accessible tool to children in early years settings- gaming, mobile learning apps etc

Claverham Day Nursery has a duty to ensure that children are protected from potential harm both within and beyond the learning environment. Every effort will be made to safeguard against all risks, however it is likely that we will never be able to completely eliminate them. Any incidents that do arise will be dealt with quickly and according to policy to ensure that children and staff continue to be protected.

### Aims

- To offer valuable guidance and resources to children and practitioners to ensure that they can provide a safe and secure online environment for all children in their care.
- To raise awareness amongst staff and parents/carers of the potential risks associated with online technologies, whilst also highlighting the many educational and social benefits.
- To provide safeguards and rules for acceptable use to guide all users in their online experiences.
- To ensure adults are clear about procedures for misuse of any technologies both within and beyond the nursery.

### Scope of policy

Our policy applies to all staff, children, parents/carers, visitors and contractors accessing the internet or using technological devices on the premises. This includes the use of personal devices by all of the above mentioned groups, such as mobile phones or iPads/tablets which are brought into the nursery. This policy is also applicable where staff or individuals have been provided with setting issued devices for use off-site, such as a work laptop or mobile phone.

### **Staff Responsibilities**

#### **Practitioners (including work experience students and volunteers)**

All staff have a shared responsibility to ensure that children are able to use the internet and related technologies appropriately and safely as part of the wider duty of care to which all adults working with children are bound.

This policy needs to be read in conjunction with the Use of ICT technology and data policy for Claverham Day Nursery staff. This policy explains further details regarding staff responsibilities and expectations for behaviour whilst accessing the internet, email or related technologies within and beyond the nursery. A copy of this policy is made available to all staff and shared with any volunteers and students.

### **ICT Network Manager**

The ICT Network Manager at Claverham Community College is responsible for ensuring that:

- the nursery's ICT infrastructure/system is secure and not open to misuse or malicious attack.
- anti-virus software is installed and maintained on all setting machines and portable devices.
- the nursery's filtering policy is applied and updated on a regular basis and that responsibility for its implementation is shared with the E Safety Lead and the Designated Person for Safeguarding.
- any problems or faults relating to filtering are reported to Designated Person for Safeguarding and to the broadband provider immediately and recorded on the e Safety Incident Log.
- users may only access the setting's network through a rigorously enforced password protection policy, in which passwords are regularly changed.
- he/she keeps up to date with e safety technical information in order to maintain the security of the network and safeguard children.
- the use of the setting's network is regularly monitored in order that any deliberate or accidental misuse can be reported to the E Safety Lead/Designated Lead for Safeguarding.

### Broadband and Age Appropriate Filtering

Broadband provision is essential to the running of an early years setting, not only allowing for communication with parents and carers but also providing access to a wealth of resources and support. Many settings now use internet enabled devices, including iPad educational apps

and games, to enhance the learning experience of children or as online tools for staff to track and share achievement. For this reason, great care must be taken to ensure that safe and secure internet access, appropriate for both adults and children, is made available regardless of the size of the setting.

Before investing in a broadband connection, it is important that early years settings carefully consider their internet requirements and usage. **Domestic lines may not be appropriate to the needs of an early years setting**, particularly with regards to the security of any data within the network and the requirement to provide appropriate filtering for young users. It is ultimately the responsibility of the Provider/Manager to ensure that the setting's internet provision is as safe and secure as is reasonably possible.

- Filtering levels are managed and monitored on site via an administration tool/control panel, provided by our broadband supplier, which allows an authorised staff member to instantly allow or block access to sites and manage user internet access.
- Filtering levels are managed and monitored on behalf of the setting by our broadband supplier or technical support, allowing an authorised staff member to allow or block access to site and manage user internet access.
- Age appropriate content filtering is in place across the setting, ensuring that staff and children receive different levels of filtered internet access in line with user requirements (e.g. Youtube at staff level but blocked to children)

## Email Use

### Staff

- The setting provides a nursery email account to use for all work related business, including communication with parents and carers. This allows for email content to be monitored and protects staff from the risk of allegations, malicious emails or inappropriate contact with children and their families.
- Staff must not engage in any personal communications (i.e. via hotmail or yahoo accounts etc) with children who they have a professional responsibility for. This prohibits contact with former pupils outside of authorised setting email channels also.
- All emails should be professional in tone and checked carefully before sending, just as an official letter would be.

## Use of Social Networking Sites (advertising or parental contact)

Social networking sites (e.g. Facebook and Twitter) can be a useful advertising tool for early years settings and can often be an effective way of engaging with parents. Due to the public nature of social networking and the inability to keep content truly private, great care must be taken in the management and use of such sites. Best practice guidance states that:

- Identifiable images of children should not be used on social networking sites.
- To maintain professional distance and to avoid unwanted contact, staff should not link their personal social networking accounts to the setting's page.
- Ensure that privacy settings are set to maximum and checked regularly.

- For safeguarding purposes, photographs or videos of looked after children must not be shared on social networking sites.

Please refer to the Social Networking Policy for further guidance.

### Mobile/Smart Phones

Staff:

- Personal mobile phones are permitted on setting grounds, but are to be used during break times only.
- Staff mobile phones should be kept in a locker in the office.
- Personal mobile phones must never be used to contact children or their families, nor should they be used to take videos or photographs of children. Setting issued devices only should be used for this purpose and, if containing sensitive information or photographs of children, should not leave the premises unless encrypted.

### Photographs and Video

Digital photographs and videos are an important part of the learning experience in early years settings and, as such, staff have a responsibility to ensure that they not only educate children about the safe and appropriate use of digital imagery, but also model good practice themselves. To this end, there are strict policies and procedures for staff and children about the use of digital imagery and videos.

- Written consent must be obtained from parents or carers before photographs or videos of young people will be taken or used within the setting, including displays, learning journeys, setting website and other marketing materials.
- Staff will ensure that children are at ease and comfortable with images and videos being taken.
- Staff must not use personal devices, such as cameras, video equipment or camera phones, to take photographs or videos of children.
- Setting issued devices only should be used for this purpose and, if containing sensitive information or photographs of children, should not leave the premises unless encrypted.

### Laptops/iPads/Tablets

Staff Use:

- A log of all ICT equipment issued to staff, including serial numbers, is maintained by the Network Manager or ICT Co-ordinator.  
Personal use of setting laptops or computing facilities, whilst on site, is left to the discretion of the Nursery Manager and may be permissible if kept to a minimum, used outside of session times. Please refer to the attached AUP and Social Networking Policy for further guidance.
- Where staff have been issued with a device (e.g. setting laptop) for work purposes, personal use whilst off site is not permitted unless authorised by the

provider/manager. The settings laptop/devices should be used by the authorised person only.

- Staff are aware that all activities carried out on setting devices and systems, both within and outside of the work environment, will be monitored in accordance with this policy.
- Staff will ensure that setting laptops and devices are made available as necessary for anti-virus updates, software installations, patches, upgrades or routine monitoring/servicing.
- Setting issued devices only should be used for this purpose and, if containing sensitive information or photographs of children, should not leave the premises unless encrypted.
- Please note: The Nursery Manager is ultimately responsible for the security of any data or images held of children within the setting.

#### Children's Use:

- Laptop, iPad or tablet use must be supervised by an adult at all times and any games or apps used must be from a pre-approved selection checked and agreed by the Provider/Manager.
- Online searching and installing/downloading of new programmes and applications is restricted to authorised staff members only. Children should not be able to search or install anything on a setting device.

Further details can be found in the Mobile Phone and Camera Policy.

#### **Data Storage and Security**

Sensitive data, photographs and videos of children are not stored on setting devices which leave the premises (e.g. laptops, mobile phones, iPads, USB Memory Sticks etc) unless encryption software is in place.

#### **Useful links**

- Local Safeguarding Children Board (LSCB).  
Online Procedures: <http://www.eastsussexlscb.org.uk/>
- Data Protection and Freedom of Information advice: [www.ico.org.uk](http://www.ico.org.uk)

#### **Useful Contacts**

CEOP (Child Exploitation and Online Protection Centre) - [www.ceop.org.uk](http://www.ceop.org.uk)

Childnet International - [www.childnet-int.org](http://www.childnet-int.org)

IWF - the Internet Watch Foundation - [www.iwf.org.uk](http://www.iwf.org.uk)

**EXCLUSION PERIODS FOR ILLNESS AND INFECTIOUS DISEASES**

ILLNESS	INCUBATION PERIOD OF INFECTION	CHILD TO BE EXCLUDED FOR:	CONTACTS TO BE EXCLUDED:
SICKNESS AND DIARRHOEA	Variable	48 hours from last bout	None
CONJUNCTIVITIS	Variable	No exclusion period but the child must be being treated with appropriate medication	None
CHICKEN POX	7 - 21 days	Until all vesicles have crusted over.	Chicken pox can affect pregnant women if she has not already had chicken pox.
RUBELLA (German measles)	14 - 21 days	4 days from onset of rash or when rash has faded and the child is fully recovered.	Women of child bearing age should be informed.
MEASLES	8 - 15 days (10 average)	4 days from onset of rash and until the child is fully recovered	Parents/carers of children being treated for leukaemia or other cancers should be informed promptly and further medical advice sought. If a pregnant woman is exposed to measles, she needs to immediately inform whoever is giving ante-natal care to ensure investigation.
IMPETIGO		Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment.	None
SLAPPED CHEEK / FIFTHS DISEASE	Variable between 4 - 20 days	None (once rash has developed)	If exposed early in pregnancy (before 20 weeks) inform whoever is giving ante-natal care as this must be investigated promptly.

Please consult a member of staff if you are unsure about the health of your child.

### EXTRA SESSIONS POLICY

Extra sessions are available from time to time. If you need to book these please either phone or speak to Sarah, Liz or Laura. Please note that any extra sessions booked out must be paid for whether your child attends the nursery or not unless one months notice can be given to cancel the extra session. These sessions are payable at full rate - no EYEE discount can be applied to extra sessions.

### FEE POLICY

Fees are payable monthly. They are based on the number of working days and sessions booked for each month.

Invoices are issued within the last full week of each month for the following month's fees.

**Invoices must be paid by the 7<sup>th</sup> of each month**, or the Friday before if this is a weekend.

If you have any concerns about late payment please discuss this with the College Business Manager (01424 772155). This should be done at the point of receiving the invoice. Individual circumstances can be reviewed by the Late Payment Committee. Failure to pay fees on time will result in the implementation of Late Payment/Bad Debt Policy.

Parents will be given at least one month's notice of any change to the fee structure.

Fees are charged for 51 weeks of a year excluding any bank holidays. No charges are made when the nursery is closed for one week at Christmas/New Year. No refunds are given for sickness, holiday or any other absence. If it is the decision of the Nursery to have to close e.g. unforeseen circumstances, credit will be given on the next invoice.

Claverham staff are expected to pay a 50% retainer during school holidays if their child does not attend. Staff must give one month's notice of any changes to their child's attendance during school holidays.

Extra sessions are available from time to time and can be booked by the Nursery Manager. Sessions are payable at full rate and no EYEE discount can be applied. Extra sessions are payable whether your child attends the session or not, unless one month's notice has been given.

## FOOD POLICY

### AIM

At Claverham Day Nursery we aim to promote the health and well-being of children and their families through food within the setting. We work in partnership with families and other professionals to support children in developing healthy eating practices which will become embedded for life.

### OBJECTIVES

- To provide children with positive healthy eating experiences in order to promote their well being
- To respect the different dietary, cultural, religious and health needs of all our children
- To gain information about any special dietary requirements, preferences and food allergies that a child has
- To encourage children to develop positive attitudes towards food through all learning opportunities provided in the nursery
- To promote an understanding of a balanced diet in which some foods play a greater role in than others
- To develop children's understanding of the importance of the social context in which eating takes place
- To raise awareness with children, parents and carers in developing a positive approach to food, nutrition and oral education
- To be aware of the Healthy Child Programme (HCP) and to refer to this document when required.

### IMPLEMENTATION

The Food Policy will be developed with staff, children, parents and carers. We will send out annual questionnaires to parents/carers asking for their views on the food provided by the nursery and also our Food Policy. Staff and parents/carers are also able to use the suggestions box by the front door to tell us any comments, ideas or views they wish to share. Staff will be informed of any changes or updates to the policy at staff meetings. Parents/Carers will be informed of any changes or updates to the policy by email or by a hard copy being sent home.

We share current menus with parents and carers and address any questions or queries they may have immediately.

The policy, and the methods of implementation will be continuously monitored and the policy will be reviewed at least annually.

## **WHEN AND WHO THIS POLICY APPLIES TO?**

It is the responsibility of the nursery manager and/or deputy nursery manager to ensure that:

- All new staff members have the opportunity to discuss the Food Policy and Food Safety Management Procedures in their induction training. Staff are given a copy of the policies in the Staff booklet given to them during their induction.
- All staff are made fully aware of individual children's dietary needs and requirements
- Updating staff on current initiatives in healthy eating practices ensuring that all staff are familiar with their responsibilities
- The Food Policy and the Food Safety Management Procedures are made available to all parents and carers through the Policy Booklet given out when a child starts at the nursery
- Providing support and advice to staff and parents.

It is the responsibility of all members of staff to ensure that:

- They make themselves aware of and follow the nursery's policies regarding food and the food safety management procedures.
- Safe practices are maintained in the preparation and storage of food.
- That all food hygiene practices comply with relevant legislation, training and policy.
- To model healthy eating practices.

It is the responsibility of parents to ensure that:

- They support the Food Policy of Claverham Day Nursery

## **FOOD AND DRINK PROVISION**

We provide breakfast, a hot cooked lunch, tea and 2 snacks.

### **Breakfast**

Breakfast is an important start to the day and the nursery provides a choice of cereal, toast or malt loaf. Fresh fruit is also available for children to have at breakfast time.

### **Snack Times**

The nursery provides 2 pieces of fruit consisting of apples, pears, bananas, pineapple, melon, kiwi, oranges and satsumas and a healthy starchy snack (e.g rice cakes, crackers or bread sticks)

We offer a choice of milk or water.

### **Lunch Time**

Claverham Day Nursery provides a cooked lunch; during term time we use Chartwells and in the school holidays we use Zebedee's Lunch Box. Both the companies used follow government guidelines regarding children's diets. Water is given at lunch time. We have a 3 weekly menu

cycle and the menu from Chartwells changes termly and the menu from Zebedees changes twice a year.

### **Tea Time**

Claverham Day Nursery provides a tea for all children. We use Zebedee's Lunch Box and they follow government guidelines regarding children's diets. Water is given at tea time. We have a 3 weekly menu cycle and the menu from Zebedees changes twice a year.

### **Drink**

We provide milk and water at meal times. The children have access to fresh drinking water all time which they are able to help themselves to. We have a no juice or squash policy, this is guidance we follow from East Sussex County Council.

## **COMMUNICATION WITH CHILDREN AND FAMILIES**

We have a healthy eating notice board which gives information about a healthy lifestyle and guidance. Parents/carers are informed daily about what their child eats and any concerns are discussed on a regular basis. On registering at the nursery parents/carers are asked to give details of any dietary requirements their child has.

## **FOOD ALLERGIES AND FOOD INTOLERANCES**

A food allergy is an adverse immune response to specific proteins found in food, and even a tiny trace of a food can cause a reaction in someone who is allergic to it.

An allergic reaction to food can produce symptoms such as tingling in the mouth, skin rashes, abdominal pain, nausea and vomiting, which can occur within seconds or minutes of coming into contact with the food. In the most extreme cases, swelling of the throat can occur. A life threatening allergic reaction is called anaphylaxis or an anaphylactic shock.

Food intolerances are not the same as food allergies. Food intolerances do not involve the immune system, and symptoms tend to occur more slowly than with food allergies, often hours after eating the food. Symptoms may also depend on the amount of the food that has been eaten, and some people may be able to eat small quantities of foods they are intolerant to.

If a child has a food allergy we will require a letter from a doctor or registered dietician.

Photographs of children with food allergies will be in each room so these children can be easily identified. Place mats will also be used to let staff know what the child is allergic to or has intolerance to.

## **THE EATING ENVIRONMENT AND SOCIAL ASPECTS OF MEAL TIMES**

Meal times are an important social time where children learn from each other. We encourage the children to help their friends at snack and lunch time. They help set up the plated, cups and cutlery and we use these times to encourage counting, matching, pouring, serving fruit

and giving out plates of lunch. We also encourage children to clear up after themselves once they have finished eating by putting their dirty items into a bowl ready to be washed up. The children take it in turns to be the snack or lunch helper in the toddler and family room. Children are given stars to show their parent's/carers.

### **CELEBRATIONS AND SPECIAL OCCASIONS**

Birthdays are a very important event for many children. Parents are welcome to bring a cake into nursery that can be shared with their friends. The children will take their piece of cake home with them.

Throughout the nursery year we hold a leavers party and a Christmas party. At these we provide party food such as sandwiches, cocktail sausages, tomatoes, cucumber, cheese, carrot sticks, crisps, fairy cakes and diluted squash or water. This is given to children in place of a lunch or tea.

The children at the nursery have the opportunity to learn about food and drink from different religions and cultures. We celebrate different festivals throughout the year and invite parents in if applicable to talk about their culture.

### **PROVIDING FOOD FOR ALL**

It is the parent's responsibility to inform the nursery of their child's dietary requirements on admission. Photographs are used to inform all key staff about each child's specific dietary requirement. This information is also shared at staff meetings. Children with special dietary requirements have their own red placemats stating what they cannot eat.

The sharing of refreshments can play an important part in the social life of the nursery as well as reinforcing children's understanding of the importance of healthy eating. Claverham Day Nursery will ensure that:

- Children's medical and personal dietary requirements are respected.
- We aim to ensure that children from all backgrounds encounter familiar tastes and that all children have the opportunity to try unfamiliar foods.

The dietary rules of religious groups and also of vegetarians/vegans will be met in appropriate ways wherever possible.

### **FOODS WE DO NOT ALLOW**

We have a no nut policy in the nursery as this can cause serious reactions in some children and adults.

We have a no juice and squash policy in the nursery.

### **ENCOURAGING FUSSY EATERS TO EAT WELL**

Young children can be fussy about what they eat, or how they eat. Fussy eating and fear of new foods

(food neophobia) are part of development and affect between 10% and 20% of children under five.

Fear of new foods in children typically starts between 18 months and two years old and it is thought to be a natural behaviour. A child who appears to be fussy about their food but is growing well is probably eating a sufficient balance of foods and getting enough energy and nutrients. Severe selective eating is rare and generally starts from early feeding difficulties or significant health problems.

At Claverham Day Nursery we have an approach for fussy eaters - we encourage children to try foods but will never force a child to eat. We work with parents and use the guidance from the Children's Food Trust - Eat Better, Start Better Voluntary Food and Drink Guidelines for Early Years.

We do not use food as a reward or punishment. We will not deny a child pudding at lunch or teatime for not trying their meal.

### **Simple strategies to manage fussy eating**

Fussy eating and fear of new foods can both be helped using similar techniques. If a family is worried about their child's food intake, acknowledge their concerns and make a plan with them to encourage their child to eat well. It is important that the approach is consistent and essential that all those involved at mealtimes agree and follow the same strategies.

### **Modelling**

- Seat fussy eaters with good eaters at mealtimes - this is very powerful and it has been shown that children will adopt the food preferences of their peers if they eat together regularly.
- Encourage staff to eat with children where possible, and talk enthusiastically about the taste and texture of the food both at meal times and at other opportunities.

### **Exposure**

- Give children regular and repeated chances to taste new foods, as this increases their liking for and eating of new foods. The child must actually taste the food to change their preferences, and it can take as many as 10 to 15 tastings before they accept it.
- If children are resistant to trying new foods, offer them small tastes and make sure the child maintains control of the situation. For example, you should give them the opportunity to spit out the food into a tissue if they really do not like it.

### **Rewards**

- Praise children for trying new foods.
- Favourite foods should not be used as a reward to encourage children to eat foods they do not like. Foods used in this way simply become even more valued, and it is generally recommended that food should never be used as a reward or punishment. However, small stickers or other non-food items as rewards for trying food may increase a child's liking and consumption of food they say they do not like.

### **'Pressure to eat'**

- Never force children to finish everything on their plate. Children who are made to eat everything they are served learn to dislike the foods they are pressured to eat, and these aversions may last into adulthood.
- Give children small servings at first, with the opportunity to have second helpings if they finish the first serving, as they may find larger portions off-putting.

### **FOOD BROUGHT IN FROM HOME**

We provide all main meals and snack at Claverham Day Nursery. We encourage families to provide the same or similar healthy food choices that the nursery offers so that children have a consistent message about healthy eating.

Please see the celebrations and special occasion's section about birthdays.

### **LEARNING ABOUT AND THROUGH FOOD**

At Claverham Day Nursery we use foods for a learning resource. We weigh out ingredients for cooking and we use stories such as the Hungry Caterpillar to talk about healthy foods. We also play games relating to foods such as the Tummy ache game and we also use food to talk about our senses (e.g. smelling and tasting). We talk about keeping a healthy lifestyle.

### **COOKING WITH CHILDREN**

Cooking with children is both an enjoyable activity in its own right and an effective way of encouraging all children to try and eat a wide range of foods.

A kitchen is not needed to have cooking activities, nor does it need to involve heating food. Many easy, tasty dishes can be prepared with limited equipment and ingredients. Activities such as chopping soft fruit can be just as much fun as preparing a healthy meal. The staff at Claverham Day Nursery have undertaken a basic food safety and hygiene certificate first.

Some members of staff have attended relevant training to be able to advise and lead some parent cooking workshops.

We grow our own fruit, vegetables and herbs that we use in our recipes.

### **FOOD SAFETY AND HYGIENE**

At Claverham Day Nursery we have a separate Food Safety Management Procedure.

Food is stored, prepared and presented in a safe and hygienic environment. This is especially important as young children may have a lower resistance to food poisoning.

We teach the children basic hygiene skills, such as not eating food that has fallen on the floor, and washing their hands with soap and water before eating meals or snacks and after going to the toilet or handling animals.

The staff at Claverham Day Nursery who are involved in preparing food for young children, or helping them to eat, understands the importance of food safety and hygiene, and is aware of the requirements of the Food Safety Act. All staff complete the Food Hygiene Level 2 training. We also fill out the Safer Food, Better Business Folder.

The nursery is registered with the local authority health department and we have unannounced inspections yearly.

### **SUSTAINABILITY**

Food production, processing, transport, cooking and waste all impact on the environment. We order our meals on a weekly basis to ensure minimal waste. We make ethical choices when ordering our weekly shopping with regards to packaging. We recycle as much packaging as we can. We try where possible to buy from local suppliers.

### **PROTECTING CHILDREN'S HEALTH**

Early years practitioners have a responsibility to help protect children's health including helping children to maintain a healthy weight as they grow, and encouraging breastfeeding and good dental practices.

#### **Breastfeeding**

Breastfeeding is welcomed in our nursery. A poster is displayed on the notice board.

If parents wish to bring in expressed breast milk this should be in a labelled container. We will store this in the fridge and it will only be used for the child it has been brought in for.

#### **Dental Health**

When a child starts at the nursery we ask for details of the dentist the child is registered with. If the child does not have a dentist then we encourage the parents/carers to think about registering with one.

We also do themes with the children around oral health and healthy eating.

#### **27 month check**

We work in conjunction with the health visiting teams to complete the 27 month check and advise on any health and developmental issues.

## **KEY PERSON POLICY**

### **Aim**

At Claverham Day Nursery we operate a 'key person' system. A key person will be allocated to your child when pre-visits have been arranged and a confirmation letter is sent out.

### **What is a key person?**

A key person is a named person who has a special responsibility for a group of children. The key person is responsible for getting to know each child's abilities and their needs. The key person is also responsible for all written reports and liaising with parents/carers and where appropriate any other agencies involved with the child (another nursery or speech therapist for example). The key person is also responsible for making sure your child's needs; especially emotional and educational are met within the group.

The key person will also have the responsibility of ensuring that the child's Learning Journey is up to date, the child's interests are planned for and to develop a relationship with the family, which will include regular exchange of information. There are keyworker lists situated on the doors to each room clearly stating the names of the keyworkers and the children and a letter is sent home when children move into the next room giving details of the child's new keyworker and also the members of staff working in that room.

### **The advantages of having a key person system**

The advantages of having a key person system are so that parents/carers have a named person to whom they can talk to who knows the child well.

For babies in particular, the security of a consistent carer is maintained and the key person will usually be the person who helps to settle them in and cater for their physical and emotional needs.

Where a baby is unable to express their needs verbally the key person will be able to 'tune' into them by observing them closely. Children will get to know their key person and be able to use that relationship to develop a secure base within the Nursery to gain confidence and develop independence in them.

### **Co-key person**

The Key Person arrangement does not mean that they are the only person who works with your child, but it is expected that they will spend some time of the day together, particularly around arrival, going home and meal/snack times. Children will be allocated a co-key person to ensure continuity of care due to staff holidays, sickness and shift patterns. The co-key person works alongside the key person to know a child's routines, comforts and interests. You are welcome to talk to any member of staff about any issues, concerns or changes in

routine/ circumstances and this information will be shared with the key person. If any staff members need to know anything about a particular child they will be able to ask the key person who will have a more detailed knowledge of your child.

## **LATE AND UNCOLLECTED CHILD POLICY**

### **Statement of Intent**

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child.

### **Aim**

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Methods**

- We appreciate that, on occasion due to unforeseen circumstances; parents and carer's may be unable to collect their children on time. However, should a parent/carer fail to collect their child by the end of the session, without prior warning the following charges will be applied:

### **The nursery will charge £10.00 per hour**

- Charges will be issued for all late collections, except where waived by the manager due to exceptional circumstances. These charges will be levied to cover staffing costs, phone calls etc.
- Claverham Day Nursery is committed to the principles of safeguarding and has a duty of care towards all children attending our nursery.
- We therefore ask our parents/carers to:
  - Call the nursery as soon as possible to inform staff of the situation.
  - Ask a designated person to collect their child wherever possible.
  - Inform the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation.
  - If the designated person is not known to the nursery staff the parent must provide a password. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.
  - On occasions when parents or the persons normally authorised to collect the child are not able to we ask parents to record on a form the name, telephone

number and password of the person who will be collecting the child. This procedure is followed if parents know in advance that they will not be able to collect the child.

- If during the nursery session parents are aware they will be unable to collect their child and the persons normally authorised to collect the children are not able to either we ask parents to ring and inform us of details and description on any person that they have authorised to pick up their child in an emergency and provide a password. That person will be challenged by a member of staff and required to provide the password before any child is allowed to leave with them.
- Parents of children starting at the setting are asked to provide specific information which is recorded on our Child Details form, including,
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a mobile or number of a close relative.
  - Place of work and telephone number (if applicable)
  - Mobile telephone number (if applicable)
  - Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
  - Information about any person who does not have legal access to the child; and
  - Information about who has parental responsibility for the child.
- If a child is not collected at the end of the session/nursery day, we follow the following procedures:
  - If a child is not collected from the nursery after a reasonable amount of time (10mins has been allowed for lateness), parents/carers will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records. You must make sure ALL telephone numbers we hold are current.
  - The Nursery Manager, Deputy Manager or senior member of staff on duty and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
  - If the parents/carers still have not collected the child, the Nursery Manager, Deputy Manager or senior member of staff on duty will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record. All reasonable attempts are made to contact the parents or nominated carers.
  - If the Nursery Manager is not on duty, they will be informed that the child has not been collected.
  - In the event that the child is not collected from the setting by an authorised adult and the staff can no longer supervise the child on our premises we apply our child protection procedures as set out in our Safeguarding Children Policy

- In the event of no contact with parents or emergency contacts being made by 6.45pm, the senior member of staff on duty will ring the Local Authority Designated Officer (LADO) and if the LADO is not available the Duty and Assessment Team or Out of Hours Emergency Duty Service will be contacted to advise them of the situation.
- The two members of staff will remain in the building until the child is safely collected either by the parent(s) or by a social worker. The child's welfare and needs will be met at all times.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file on the Late and Non-Collection of a Child Incident Record.
- Ofsted may also be contacted.

### LATE PAYMENT/BAD DEBT POLICY

Invoices must be paid by the 7<sup>th</sup> of each month, or the Friday before if this is a weekend.

DATE	ACTION
8 <sup>th</sup> of each month*	1 <sup>st</sup> Letter sent by Finance Department Asking parents to pay fees in full within 5 days
14 <sup>th</sup> of each month*	2 <sup>nd</sup> Letter sent by Finance Department Asking parents to refrain from bringing their child into the nursery until the balance is paid in full. Failure to pay within 7 days will result in your place being withdrawn.
22 <sup>nd</sup> of each month*	3 <sup>rd</sup> Letter sent by Finance Department Stating that the child's place has been withdrawn and if payment has not been received in full by the last working day of the month, the school will consider taking legal action.

\* Or next working day

Claverham reserves the right to impose a late payment fee of £20 per invoice, for regular late payers.

## MOBILE PHONE AND CAMERA POLICY

### Statement of intent

It is our intention to provide an environment in 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) The inappropriate use of mobile phone cameras around children

### Aim

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.

In order to achieve this aim, we operate the following Acceptable Use Policy:

### **Mobile Phones**

- The Nursery allows staff to bring in personal mobile telephones and devices for their own use. Under no circumstances does the nursery allow a member of staff to contact a current parent/carer using their personal device.
- Users bringing personal devices into nursery must ensure there is no inappropriate or illegal content on the device.
- All staff must ensure that their mobile telephones/devices are turned off and left inside their bag throughout contact time with children. Staff bags should be placed in the lockers in the office.
- Mobile phone calls may only be taken at staff breaks or in staff members' own time.
- If staff have a personal emergency they are free to use the setting's phone or make a personal call from their mobile away from the children.
- If any staff member has a family emergency or similar and required to keep their mobile phone to hand, prior permission must be sought from the Nursery Manager.
- Staff (will need to) ensure that the Nursery Manager has up to date contact information and that staff make their families, children's schools etc. aware of emergency work telephone numbers. This is the responsibility of the individual staff member.
- All students will be requested to place their bag containing their phone in the lockers in the office and asked to take or receive any calls in their breaks and away from the children.
- During group outings, the nursery mobile phone will be taken by a nominated person, which is to be used for emergency purposes only.
- It is the responsibility of all members of staff to be vigilant and report any concerns to the Nursery Manager.

- Concerns will be taken seriously, logged and investigated appropriately (see allegations against a member of staff policy).
- The Manager or Deputy in her absence reserves the right to check the image content of a member of staffs mobile phone should there be any cause for concern over the appropriate use of it.
- Should inappropriate material be found then our Local Authority Designated Officer (LADO) will be contacted immediately. We will follow the guidance of the LADO as to the appropriate measures for the staff member's dismissal.

### **Cameras**

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.

- Only the designated nursery cameras are to be used to take any photo within the setting or on outings.
- Images taken on the cameras must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.
- All staff are responsible for the location of the camera; this should be placed within the lockable filing cabinets in each room when not in use.
- The cameras must be locked away at the end of every session.
- Images taken and stored on the cameras must be downloaded as soon as possible onto the nursery computer and securely transferred to Claverham Community College for printing out.
- Photographs should then be distributed to members of staff (keyworkers) to record in children's learning journeys.
- Under no circumstances must cameras of any kind be taken into the bathrooms without prior consultation with the Nursery Manager or Deputy Manager.
- If photographs need to be taken in a bathroom, i.e. photographs of the children washing their hands, then the Nursery Manager or Deputy must be asked first and staff be supervised whilst carrying out this kind of activity. At all times the camera must be placed in a prominent place where it can be seen.
- Failure to adhere to the contents of this policy will lead to disciplinary procedures being followed.

## ORAL HEALTH POLICY

Claverham Day Nursery strives to raise awareness of the importance of good oral health for children. These first years for children are when many of the good (and bad) routines are formed and are often carried through to adulthood. Therefore, our nursery is a very important place to introduce a good oral health routine.

### **FOOD/SNACKS**

- Snacks provided for children will be tooth friendly.
- Tooth friendly snacks will be varied daily and children will be encouraged to try new foods.
- Any food containing sugar will be restricted to mealtimes only and will be provided on a limited basis.
- Food will be provided by the nursery only, in accordance with the nursery oral health and food policies.
- Dried fruit will not be given to children at snack time.

### **DRINKS**

- Milk and water only will be offered to children as drinks throughout the day.
- Diluted squash will be served only at special occasions such as the Leavers party or the Christmas party.
- No fizzy drinks of any kind will be served in nursery.
- Staff, in conjunction with parents/carers, will encourage the introduction of feeder cups for babies from 6 months.

### **REWARDS/SPECIAL OCCASIONS**

- Sweets and chocolate will not be used by staff as rewards for good behaviour and work.
- Sweets and chocolates will not be provided to celebrate birthdays or special occasions.
- If parents/carers bring in birthday cake a piece will be sent home with your child's friends to have with a meal.

### **CHILDREN**

- Oral health will be included in any learning opportunities where it is appropriate.
- Visits from a dentist, hygienist or someone who can talk about oral health should be arranged during the nursery year.
- Dental health will feature as a theme prior to, during or after these visits, e.g dental corner, stories, songs, poems, art etc.

### **PARENTS/CARERS**

- Parents/Carers will be asked to provide details of the family dentist as well as doctor and health visitor on enrolment.

- Parents/Carers will be provided with information about oral health on the notice boards in the hall way.

## **STAFF**

- Staff will be involved in the development and implementation of an oral health policy.
- Appropriate training and information about relevant resources will be available to core staff prior to implementation or the policy guidelines.
- The oral health policy will be included as part of the induction of new staff.  
Staff are role models and will eat healthy foods/meals when around the children.

## PARENT/CARER INVOLVEMENT POLICY

The importance of continuity between home and Claverham Day Nursery cannot be overstressed. Our aim is to develop an honest, open and supportive relationship with you which compliments life in your home rather than contradicts it. We are very aware of our influence as role models for your child and without your extensive knowledge of your child we would be unable to enhance your child's development. Nursery staff are always available to discuss your child and their development.

Claverham Day Nursery will:

- Encourage parents or carers and their children to visit the group as a family before registering their child.
- Offer a flexible approach to allow for a settling in period when a child starts at Claverham Day Nursery. We offer 2 Pre-Visits prior to a child starting at the nursery.
- Welcome new parents/carers and help them become familiar with the routine and guidelines of the Nursery.
- Parents are asked to fill in 'What you need to know about my child' forms. These help staff determine the child's starting points and areas for development and can be discussed during the first pre-visit. "Parents are children's first and most enduring educators. When parents and practitioners work together in early years setting, the results have a positive impact on children's development and learning." (Statutory Framework for the Early Years Foundation Stage, DCSF)
- Welcome contributions of all parents/carers whatever form these might take and ensure they have opportunity to contribute their skills, knowledge and interests. We ask parents/carers to fill out observation sheets at home, weekend sheets and special occasion sheets such as birthdays and holidays.
- Each child has a contact book and we hope that this will be a two way communication system. We ask parents to write anything they feel we need to know such as changes in routine as well as anything significant that their child may have achieved at home and that could be used as evidence in the child's Learning Journey.
- Involve parents/carers in the progress of their child formally or informally and work with them in sharing all records concerning their child.
- We offer parent consultations termly where parents can discuss their child's progress with the keyworker. Parents can also request a consultation at any time if they wish to.
- Ensure that parents/carers are kept fully informed about meetings, workshops, conferences and training through displays on the notice board.
- Ensure that parents/carers are aware of how any queries, complaints or suggestions can be made.
- Ensure that parents/carers are able to talk and discuss personal matters relating to their child, in confidence, on a daily basis if required.

- Provide opportunities for parents/carers to participate in the group activities, to learn about the Nursery curriculum and the importance of play in the child's development both in the setting and at home.

## **PARENTS AS PARTNERS POLICY**

### **Aim**

To work in partnership with parents/carers to promote positive outcomes for their children.

### **Rationale:**

All families are different and equally valuable. Parents are the most important people in children's lives and their first educators. We recognise the importance of involving fathers in children's lives and will actively encourage their participation. We offer an open door policy to parents/carers and welcome their involvement in all aspects of their child's care and learning.

### **Procedure**

#### **Communication**

It is our intention that everyone who enters the setting will receive a friendly welcome and is made to feel comfortable, and valued. We recognise that good communication is essential in building positive partnerships with parents, and seek to create an atmosphere of mutual trust and respect in which there is a two way flow of information. We aim to ensure that parents/carers are given all the information they require about the setting as part of the induction process. Parents will be given the opportunity to share information about their child, ensuring a smooth settling in process. Communication books are provided and a two way system of communication is encouraged. Parents can request to look at and take home their child's learning journey at any time.

#### **Parent Consultations**

We offer parent consultations termly where parents can discuss their child's progress with the keyworker. Parents can also request a consultation at any time if they wish to.

#### **Meeting Children's Needs**

We will work with parents to provide a high level of care for their children ensuring that all their needs are met. Parents' concerns about their child's development, or need for additional support, will be responded to quickly to ensure that children are given the opportunity to have the best start in life. There will be regular opportunities for staff, parents and carers to share information relevant to children's learning and development. Please see your child's key person for details.

#### **Listening to Children & Families**

We will build up relationships with children, parents and carers and endeavour to seek their views through regular consultation. We welcome the diversity of language and culture in our society and all families will be treated with respect in a non-judgemental way.

## Advice and Support

We recognise that parenting today can be a difficult and challenging job. We will support families by offering advice and guidance, and signposting them to appropriate agencies and services when necessary.

## POSITIVE BEHAVIOUR MANAGEMENT POLICY

### Aim

Children need to have set boundaries of behaviour for their own safety and that of their peers.

### Legal framework

This policy is based on the following laws and statutory guidance:

Children Act 1989, 2004

UN Convention on the Rights of the Child

Human Rights Act 2000

Special Educational Needs Code of Practice, 2001

EYFS Safeguarding and Welfare Requirements

### **Name of responsible person: Sarah Hennessy**

*Claverham Day Nursery* has simple rules and guidelines to support good behaviour in the setting. These are dependent on staff acting as good role models at all times and being consistent and fair in their approach to children.

Expectations of behaviour are appropriate to the age and stage of development of the child. Opportunities are taken throughout the day to promote children's sense of self-worth through giving attention and praise.

Instructions given to children are simple and clear and explanations are always given of why something should be done. Negative language is avoided as far as possible but, when behaviour is unacceptable, it is made clear to the child that it is the behaviour and not the child that is disapproved of.

Whenever possible, instances of unacceptable behaviour are used as learning opportunities to engage the child, or a group of children, in discussing what has happened, and what should happen to resolve the situation. This gives children the chance to become involved in setting the rules and boundaries for behaviour in the setting.

If any child appears to have a persistent behaviour problem, it will be investigated fully to determine the cause and to put in place strategies to address the problem. Parents will be fully involved in this process.

Corporal punishment will not be administered at any time. Children will be removed from the situation that is causing the problem and talked to calmly about their behaviour by a member of staff.

### **Steps in conflict resolution**

- Approach quickly and calmly - stopping harmful behaviour.
- Acknowledge feeling and make simple sentences.
- Gather information.
- Restate the problem (simple terms and stating what the children have said to see whether they say it was right or wrong).
- Ask for solutions and choose one together.
- Be prepared to give follow up support.

### **Temper Tantrums**

These episodes can test the patience of everyone. The most common ages it affects are between 2 - 4 years and often stop by the age of 5 years old. They are caused by the understandable frustration that the child feels by not being able to physically do what their brain is telling them that they can do, combined with their inability to explain their problems to someone else.

- Ensure that they are safe and then try to ignore their behaviour. Keep calm and remove any audience.
- If this fails, support the child on your lap, to help them calm down.
- If they hold their breath, blowing onto their face may startle them into taking a breath again.

## PREVENTING EXTREMISM AND RADICALISATION SAFEGUARDING POLICY

### **Introduction**

Claverham Community College is committed to providing a secure environment for pupils, where children feel safe and are kept safe. All adults at Claverham Community College recognise that safeguarding is everyone's responsibility irrespective of the role they undertake or whether their role has direct contact or responsibility for children or not.

In adhering to this policy, and the procedures therein, staff and visitors will contribute to Claverham Community College's delivery of the outcomes to all children, as set out in s10 (2) of the Children Act 2004.

This Preventing Extremism and Radicalisation Safeguarding Policy is one element within our overall school arrangements to Safeguard and Promote the Welfare of all Children in line with our statutory duties set out at s175 of the Education Act 2002 (s157 of the Education Act 2002).

Our school's Preventing Extremism and Radicalisation Safeguarding Policy also draws upon the guidance contained in the "Pan Sussex Child Protection Procedures" and DfE Guidance "Keeping Children Safe in Education, 2015"; and specifically DCSF Resources "Learning Together to be Safe", "Prevent: Resources Guide", "Tackling Extremism in the UK", DfE's "Teaching Approaches that help Build Resilience to Extremism among Young People" and Peter Clarke's Report of July 2014.

### **School Ethos and Practice**

When operating this policy our School uses the following accepted Governmental definition of extremism which is:

*'Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas.'*

There is no place for extremist views of any kind in our school, whether from internal sources, pupils, staff or governors, or external sources - school community, external agencies or individuals. Our pupils see our school as a safe place where they can explore controversial issues safely and where our teachers encourage and facilitate this - we have a duty to ensure this happens.

As a school we recognise that extremism and exposure to extremist materials and influences can lead to poor outcomes for children and so should be addressed as a safeguarding concern as set out in this policy. We also recognise that if we fail to challenge extremist views we are failing to protect our pupils.

Extremists of all persuasions aim to develop destructive relationships between different communities by promoting division, fear and mistrust of others based on ignorance or prejudice and thereby limiting the life chances of young people. Education is a powerful weapon against this; equipping young people with the knowledge, skills and critical thinking, to challenge and debate in an informed way.

Therefore, we will provide a broad and balanced curriculum, delivered by skilled professionals, so that our pupils are enriched, understand and become tolerant of difference and diversity and also to ensure that they thrive, feel valued and not marginalized. Furthermore we are aware that young people can be exposed to extremist influences or prejudiced views from an early age which emanate from a variety of sources and media, including via the internet, and at times pupils may themselves reflect or display views that may be discriminatory, prejudiced or extremist, including using derogatory language.

Any prejudice, discrimination or extremist views, including derogatory language, displayed by pupils or staff will always be challenged and where appropriate dealt with in line with our Behaviour and Discipline Policy for pupils and the Code of Conduct for staff. Where misconduct by a teacher is proven the matter will be referred to the National College for Teaching and Leadership for their consideration as to whether to a Prohibition Order is warranted.

As part of wider safeguarding responsibilities school staff will be alert to:

- Disclosures by pupils of their exposure to the extremist actions, views or materials of others outside of school, such as in their homes or community groups, especially where pupils have not actively sought these out.
- Graffiti symbols, writing or art work promoting extremist messages or images
- Pupils accessing extremist material online, including through social networking sites
- Parental reports of changes in behaviour, friendship or actions and requests for assistance
- Partner schools, local authority services, and police reports of issues affecting pupils in other schools or settings
- Pupils voicing opinions drawn from extremist ideologies and narratives
- Use of extremist or 'hate' terms to exclude others or incite violence
- Intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture
- Attempts to impose extremist views or practices on others

- Anti-Western or Anti-British views

Our school will closely follow any locally agreed procedure as set out by the Local Authority and/or the Local Safeguarding Children Board's agreed processes and criteria for safeguarding individuals vulnerable to extremism and radicalisation.

### **Teaching Approaches**

We will all strive to eradicate the myths and assumptions that can lead to some young people becoming alienated and disempowered, especially where the narrow approaches children may experience elsewhere may make it harder for them to challenge or question these radical influences. In our school this will be achieved by good teaching, primarily via PSHE; but also by adopting the methods outlined in the Government's guidance 'Teaching approaches that help build resilience to extremism among young people' DfE 2011.

We will ensure that all of our teaching approaches help our pupils build resilience to extremism and give pupils a positive sense of identity through the development of critical thinking skills.

We will ensure that all of our staff are equipped to recognise extremism and are skilled and confident enough to challenge it.

We will be flexible enough to adapt our teaching approaches, as appropriate, so as to address specific issues so as to become even more relevant to the current issues of extremism and radicalisation. In doing so we will apply the 'key ingredients' for success following the three broad categories of:

- Making a connection with young people through good [teaching] design and a pupil centred approach.
- Facilitating a 'safe space' for dialogue, and
- Equipping our pupils with the appropriate skills, knowledge, understanding and awareness for resilience.

Therefore this approach will be embedded within the ethos of our school so that pupils know and understand what safe and acceptable behaviour is in the context of extremism and radicalisation. This will work in conjunction with our schools approach to the spiritual, moral, social and cultural development of pupils as defined in OfSTED's School Inspection Handbook and will include the sound use of assemblies to help further promote this rounded development of our pupils.

Our goal is to build mutual respect and understanding and to promote the use of dialogue not violence as a form of conflict resolution. We will achieve this by using a curriculum that includes:

- Citizenship programmes
- Open discussion and debate

- Work on anti-violence and a restorative approach addressed throughout curriculum
- Focussed educational programmes

We will also work with local partners, families and communities in our efforts to ensure our school understands and embraces our local context and values in challenging extremist views and to assist in the broadening of our pupil's experiences and horizons. We will help support pupils who may be vulnerable to such influences as part of our wider safeguarding responsibilities and where we believe a pupil is being directly affected by extremist materials or influences we will ensure that that pupil is offered mentoring. Additionally in such instances our school will seek external support from the Local Authority and/or local partnership structures working to prevent extremism.

We will promote the values of democracy, the rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs. We will teach and encourage pupils to respect one another and to respect and tolerate difference, especially those of a different faith or no faith. It is indeed our most fundamental responsibility to keep our pupils safe and prepare them for life in modern multi-cultural Britain and globally.

### **Use of External Agencies and Speakers**

We encourage the use of external agencies or speakers to enrich the experiences of our pupils; however we will positively vet those external agencies, individuals or speakers who we engage to provide such learning opportunities or experiences for our pupils.

Such vetting is to ensure that we do not unwittingly use agencies that contradict each other with their messages or that are inconsistent with, or are in complete opposition to, the school's values and ethos. We must be aware that in some instances the work of external agencies may not directly be connected with the rest of the school curriculum so we need to ensure that this work is of benefit to pupils.

Our school will assess the suitability and effectiveness of input from external agencies or individuals to ensure that:

- Any messages communicated to pupils are consistent with the ethos of the school and do not marginalise any communities, groups or individuals
- Any messages do not seek to glorify criminal activity or violent extremism or seek to radicalise pupils through extreme or narrow views of faith, religion or culture or other ideologies
- Activities are properly embedded in the curriculum and clearly mapped to schemes of work to avoid contradictory messages or duplication.
- Activities are matched to the needs of pupils
- Activities are carefully evaluated by schools to ensure that they are effective
- We recognise, however, that the ethos of our school is to encourage pupils to understand opposing views and ideologies, appropriate to their age, understanding and

abilities, and to be able to actively engage with them in informed debate, and we may use external agencies or speakers to facilitate and support this.

Therefore by delivering a broad and balanced curriculum, augmented by the use of external sources where appropriate, we will strive to ensure our pupils recognise risk and build resilience to manage any such risk themselves where appropriate to their age and ability but also to help pupils develop the critical thinking skills needed to engage in informed debate.

### **Whistle Blowing**

Where there are concerns of extremism or radicalisation Pupils and Staff will be encouraged to make use of our internal systems to Whistle Blow or raise any issue in confidence. Please refer to School Whistle Blowing Policy.

### **Child Protection**

Please refer to our Child Protection Policy for the full procedural framework on our Child Protection duties.

Staff will be alert to the fact that whilst Extremism and Radicalisation is broadly a safeguarding issue there may be some instances where a child or children may be at direct risk of harm or neglect. For example; this could be due to a child displaying risky behaviours in terms of the activities they are involved in or the groups they are associated with or staff may be aware of information about a child's family that may equally place a child at risk of harm. (These examples are for illustration and are not definitive or exhaustive)

Therefore all adults working at the school (including visiting staff, volunteers' contractors, and students on placement) are required to report instances where they believe a child may be at risk of harm or neglect to the Designated Safeguarding Lead and/or Headteacher.

### **Role of the Designated Safeguarding Lead (DSL)**

Claverham Day Nursery

The DSL: Mrs Sarah Hennessy

The Deputy DSL is: Mrs Elizabeth Case

Claverham Community College

The DSL is: Mr B Beard

The Deputy DSL is: Mr D Carney

The DSL works in line with the responsibilities as set out in the DfE Guidance 'Keeping Children Safe in Education'.

The DSL is the focus person and local 'expert' for school staff, and others, who may have concerns about an individual child's safety or well-being and is the first point of contact for external agencies

In line with Recommendation 2 of Peter Clarke's Report; the role of the DSL will be extended, at the appropriate time, to include the responsibilities of the PREVENT strand of the Government's counter-terrorism strategy.

### **Training**

Whole school in-service training on Safeguarding and Child Protection will be organised for staff and governors at least every three years and will comply with the prevailing arrangements agreed by the Local Authority and Local Safeguarding Children Board and will, in part, include training on extremism and radicalisation and its safeguarding implications.

The DSL will attend training courses as necessary and the appropriate inter-agency training organised by the Local Safeguarding Children Board at least every two years, again this will include training on extremism and radicalisation and its safeguarding implications.

### **Recruitment**

The arrangements for recruiting all staff, permanent and volunteers, to our school will follow guidance for safer recruitment best practice in education settings, including, but not limited to, ensuring that DBS checks are always made at the appropriate level, that references are always received and checked and that we complete and maintain a single central record of such vetting checks.

We will apply safer recruitment best practice principles and sound employment practice in general and in doing so will deny opportunities for inappropriate recruitment or advancement.

We will be alert to the possibility that persons may seek to gain positions within our school so as to unduly influence our schools character and ethos. We are aware that such persons seek to limit the opportunities for our pupils thereby rendering them vulnerable to extremist views and radicalisation as a consequence.

Therefore, by adhering to safer recruitment best practice techniques and by ensuring that there is an ongoing culture of vigilance within our school and staff team we will minimise the opportunities for extremist views to prevail.

### **Role of Governing Body**

The Governing Body of our School will undertake appropriate training to ensure that they are clear about their role and the parameters of their responsibilities as Governors, including their statutory safeguarding duties.

The Governing Body of our school will support the ethos and values of our school and will support the school in tackling extremism and radicalisation.

In line with Recommendation 13 of Peter Clarke's report details of our Governing Body will be published on our school website to promote transparency.

In line with the provisions set out in the DfE guidance 'Keeping Children Safe in Education, 2015' the governing body will challenge the school's senior management team on the delivery of this policy and monitor its effectiveness.

Governors will review this policy regularly (annually) and may amend and adopt it outside of this timeframe in accordance with any new legislation or guidance or in response to any quality assurance recommendations pertaining to the delivery of this policy and the overall safeguarding arrangements made.

## **PRIVACY NOTICE**

**Claverham Day Nursery** processes personal information about its pupils and is a 'data controller' for the purposes of the Data Protection Act 1998. We collect information from you and may receive information about your child from their previous setting.

We hold and use your child's information to support their teaching and learning, monitor and report on how well they are doing, provide them with pastoral care and to assess how well we are doing.

The information we hold includes your and your child's contact details, your child's national curriculum assessment results, attendance information<sup>1</sup>, ethnic group, special educational needs status and any relevant medical information.

We will not give information about you or your child to anyone outside the setting without your permission unless the law and our rules permit it. We are required by law to pass some of your child's information to East Sussex County Council and to the Department for Education (DfE) and local NHS agencies. We will pass on individual pupil records to the receiving setting when a child moves from one setting to another. This includes when a child moves to reception class in primary school.

DfE may also share pupil level personal data that we supply to them, with third parties. This will only take place where legislation allows it to do so and it is in compliance with the Data Protection Act 1998.

For more information on how this sharing process works, please visit:

<https://www.gov.uk/guidance/national-pupil-database-apply-for-a-data-extract>

## **YOU CAN ASK TO SEE THE INFORMATION WE HOLD ABOUT YOU**

**Claverham Day Nursery**

If you want to see a copy of the information we hold and share about you then please contact:

**Sarah Hennessy 01424 774548**

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<sup>1</sup> Attendance information is **NOT** collected as part of the Censuses for the Department for Education for the following pupils / children - a) in Nursery schools; b) aged under 4 years in Maintained schools; c) in Alternative Provision; and d) in Early Years Settings.

## **East Sussex County Council**

If you need to know more about how East Sussex County Council stores and uses your information please see their website:

[www.eastsussex.gov.uk/dataprotection](http://www.eastsussex.gov.uk/dataprotection)

If you are unable to access this website, please contact:

Information Governance Officer  
Children's Services

### **East Sussex County Council**

County Hall

St Anne's Crescent

Lewes

BN7 1UE

☎ 01273 335645

✉ [CS.DPA@eastsussex.gov.uk](mailto:CS.DPA@eastsussex.gov.uk)

🌐 [www.eastsussex.gov.uk](http://www.eastsussex.gov.uk)

## **Department for Education**

If you need to know more about how the DfE collects and uses your information please see their website:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

## SAFEGUARDING CHILDREN POLICY AND PROCEDURES

Name of Setting	Claverham Day Nursery
Ofsted Registered Person	Paul Swatton
Authors	Sarah Hennessy and Liz Case
Document approved by	Annette Perry - Line Manager
Lead Child Protection Practitioner	Sarah Hennessy
Deputy Child Protection Practitioner	Liz Case
Local Children's Social Care Duty and Assessment Team contact details	Ocean House, 87-89 London Road St Leonards on Sea East Sussex TN37 6DH 01424 724144

### Introduction

In this policy, safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development, and
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.

(Definition taken from the HM Government guidance *Working Together to Safeguard Children, 2013*)

Claverham Day Nursery complies with the local Child Protection procedures approved by the East Sussex County Council Local Safeguarding Children Board. It is the duty of registered childcare providers to refer concerns to the local Duty and Care Assessment Team if we have reasonable cause to suspect that a child is at risk from abuse or is being abused on our premises or elsewhere.

The East Sussex County Council Local Safeguarding Children Board states:

"All organisations and setting providing services for children must have procedures in place for dealing with any allegation made against people working, looking after or living with children, to enable the allegation to be dealt with fairly, effectively and within a reasonable timescale. Organisations should identify a senior officer and a senior manager to ensure procedures are in place, and to whom staff should report concerns. Some procedures may

also need to take into account particular regulations and guidance relevant to their own organisation. Providers registered with Ofsted must follow the requirements and timescales in place for notification of any allegations."

This document defines the procedures that will be followed if we have any reason to believe that a child in our care is subject to emotional, physical or sexual abuse or neglect. Our prime responsibility is the welfare and well-being of all children in our care. As such we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention.

The nursery will follow the procedures set out in the Safeguarding Children a manual for early years practitioners working with children aged 0 to 5 years.

We will notify Ofsted of all significant events regarding child protection as soon as reasonably practicable, but at the latest within 14 days of the allegations being made. All documentation held regarding child protection will be kept confidentially for a period of 21 years.

The staff at Claverham Nursery have a duty of care towards all children attending our nursery and are committed to the principles of safeguarding.

### **Statement of Intent**

Claverham Day Nursery is determined to make sure that all necessary steps are taken to protect children from harm while in our care.

We are committed to ensuring that every child who participates in the Nursery's activities should be able to participate in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult involved in the nursery. The Nursery recognises that abuse can be an emotive subject. We understand the feelings involved and will not allow them to interfere with any judgement or action that needs to be taken.

### **Claverham Day Nursery's Values and Principles**

Children and young people have the right to be protected from neglect and abuse. **Everyone** has a responsibility to protect children and young people and to report concerns.

Children's needs are paramount and take precedence over the needs of adults in any conflict between the two. Claverham Day Nursery's policy and procedures are to safeguard all children, to ensure they are all equally valued and to give them the best start in life.

All allegations and concerns are taken seriously and dealt with appropriately in accordance with this policy and procedure.

We have a comprehensive set of policies and procedures that are available to parents or carers in the setting at all times.

This policy must be adhered to by all staff, volunteers, trustees, board members, employees (contracted and non-contracted), trainees, service providers, contractors, etc.

This policy should be read alongside the document entitled *Safeguarding children: a manual for those who are for and work with children and young people (2014)* - referred to henceforth as the Manual. The Manual sets out the safeguarding procedures that all staff must follow.

### Legal Framework

This policy is based on the following laws and statutory guidance:

Children Acts 1989 and 2004 define safeguarding and promoting the welfare of children as

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and
- undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully

Working Together to Safeguard Children (2013) sets out how organisations and individuals must work together to safeguard and promote the welfare of children and young people in accordance with Children Acts 1989 and 2004

East Sussex Local Safeguarding Children Board's (LSCB) Pan-Sussex Child Protection and Safeguarding Procedures:

- ensure that there are prompt methods for alerting, reporting, investigating and managing a child's protection. The Procedures are available at <http://pansussexscb.proceduresonline.com/chapters/contents.html>

Statutory Framework for the Early Years Foundation Stage 2014

- the mandatory framework for all early years providers, maintained schools, non-maintained schools, independent schools and all providers on the Early Years Register. The safeguarding and welfare requirements are given legal force by regulations made under Section 39(1)(b) of the Childcare Act 2006

### Roles and Responsibilities

- The Ofsted 'Registered Person' is named on the first page and has overall legal responsibility for safeguarding. If concerns relate to the 'Registered Person', Ofsted and the LADO should be contacted through their whistle-blowing policy.
- The Lead Person for safeguarding is **Sarah Hennessy**. All safeguarding concerns relating to allegations against staff and volunteers should be reported to this individual and recorded (see section 20 of the Manual). If the concerns relate to the lead person then the Registered Person (owner, Chair of Committee, Company Director, etc) should be contacted.

- The Lead Person will usually be responsible for passing on concerns, or making referrals, to the Duty and Assessment Team. In their absence the next most senior member of staff on will assume responsibility
- The Lead Person will also inform the Designated Senior Person at Claverham Community College
- All staff, volunteers, or contractors must adhere to the procedure for reporting concerns to the Lead Person or Registered Person
- All staff, volunteers, contractors and visitors to the setting must sign a register and record their exact time of arrival and departure
- A flow chart of "What action to take if you have concerns about a child's welfare." follows after this policy document.

### **Reporting Procedures and making a referral**

- Refer to the Manual when making a referral (see sections 9 to 11).
- The police will be informed immediately if it is suspected a criminal offence has been committed.
- The Lead Person will contact the Children's Social Care Duty and Assessment Team to either discuss a concern or report an incident.
- The timing of referrals will reflect the level of perceived risk and will always be **within one working day** of recognition of risk.
- All referrals made verbally must be confirmed in writing by the referrer within 24 hours (the next section defines how records will be kept).
- Any allegation or concern about a member of staff or volunteer must be reported immediately to Ofsted and the Local Authority Designated Officer (LADO) by the Lead Person.

### **Record Keeping and Records Management**

- All staff will record and report concerns in line with the Manual (see section 16) and *Keeping Records of Child Protection and Welfare Concerns: Guidance for Early Years Settings, Schools and Colleges (2014)*.
- The Lead Person will telephone the Duty and Assessment Team to notify them of a safeguarding concern and follow instructions on completion of paperwork. Further guidance on what information to provide is in the Manual.
- Where concerns relate to an allegation against a member of staff, or volunteer the referral should include the child's name, address, gender and date of birth together with full details of the complaint or allegation, including witness statements
- All records will be held confidentially but will be shared with other agencies, e.g. the police, Children's Social Care, Ofsted, where this assists an ongoing investigation. Records will be held for a reasonable period of time after children or staff members have left the provision in case they are needed for any future investigation.
- If any child comes into nursery with an existing injury that happened away from the nursery then a Pre-Existing Injuries Form will be filled in. This form will also be used if any marks or injuries are found on the child whilst at the nursery that have not happened while the child has been in the nursery.
- If staff find a suspicious mark on a child then a Recording Suspicious Marks on a Child form will be filled in. The Safeguarding Lead countersigns this form and it will be kept in a locked filing cabinet.
- The Nursery has a safeguarding information file which holds all relevant information regarding the Safeguarding of children which is updated regularly.

## Staff and Procedures /Allegations

When any allegation is made, an accurate written record should be taken that states the time, date, place and any witnesses and should include as much as possible the child's/adult's words. The matter should be reported to the appropriate person within the setting who should make a decision about whether or not the allegation indicates that someone has:

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

Any concerns should be considered within the context of the four types of abuse and also in relation to inappropriate relationships between children or young people and adults who are in a position of trust with them and no distinction should be made between paid or unpaid staff, students, volunteers or contractors.

**Contact your Local Authority Designated Officer (LADO) and discuss the situation. It is important you do not do anything that might impede any investigative or disciplinary actions.**

Any allegation might indicate the need for:

- A police investigation or a possible criminal offence
- Social care enquiries and/or assessment to decide if a child is in need of protection or services
- Employer consideration of standards of conduct or suitability following a disciplinary process

In general:

- Parents/carers should be told as soon as possible, especially if the child is injured or requires medical treatment
- The child should be helped to understand the processes involved
- The person against whom the allegation is made should be informed, provided this does not interfere with any police investigation
- Information should be restricted to those who need to know to either protect the child, assist enquiries or manage related disciplinary/suitability processes

Throughout the whole of any investigation the Local Authority Designated Officer will ensure that appropriate advice and support is in place so that the allegation is managed fairly, thoroughly and to appropriate timescales. Employer, the person against whom the allegation has been made, the parents and the child should be kept informed of the progress of any investigation and/or enquiries.

At the end of the process professional judgement usually indicates that the allegation was either:

- **Substantiated** – supported by evidence or proof
- **Unsubstantiated** – insufficient evidence to prove/disprove the allegation. This does not imply either guilt or innocence
- **Unfounded** – either a mistake or misinterpretation was made

- **Deliberately invented or malicious** – evidence is needed to prove this intention

### Vetting and Barring

If the investigation into the allegation indicates that the person has either:

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

Then consideration must be given to making a referral to the Disclosure and Barring (DBS) service as well as any relevant regulatory body. The Local Authority Designated Officer will be able to give advice on these courses of actions.

### Safer workforce and managing allegations against people working with children

All management, staff, volunteers and contractors working at this childcare setting will undergo rigorous suitability checks in line with the Manual (see section 19). While awaiting the outcome of a Disclosure and Barring Service (DBS) check unsupervised access is unauthorised.

Allegations against people working with children will be managed in line with section 20 of the Manual.

Please see the Nursery's Suitable People Policy.

It is important that staff avoid putting themselves in situations that may lead to allegations being made against them. However if an allegation is made against a member of staff we will refer to our Allegations Against Staff Policy. The Nursery Manager will contact East Sussex County Council, OFSTED; Social Services Child Protection unit to inform them of the situation. Confidentiality is paramount for all involved at Claverham Day Nursery. OFSTED will be notified as soon as is reasonably practicable, but at the latest within 14 days of the allegation being made.

### Training and Development

We are committed to ensuring all staff are qualified, have opportunities for professional development and have relevant up-to-date training in safeguarding children (see section 18 of the Manual).

- All new staff, volunteers and students will participate in an induction programme before taking up their duties and will be allocated an experienced member of staff to mentor them for the duration of the induction.
- All staff will be required to complete online child protection training upon appointment. This will be consolidated by formal East Sussex County Council-approved training at Level 1 as soon as possible.

- All volunteers and students will be required to complete the online child protection training.
- The Lead Person will be required to complete East Sussex County Council-approved Level 1 and Level 2 safeguarding training.
- All training must reflect the requirements of *Working Together to Safeguard Children 2013* and informed by the East Sussex Local Safeguarding Children Board training strategy and plans.
- Staff are required to update their knowledge by attending East Sussex County Council-approved training every two years.
- Staff supervision meetings will record discussions regarding continuing professional development and subsequent identification and planning of training to meet those needs.

### **Information sharing and working together with other agencies**

The setting respects confidentiality at all times and complies with the Data Protection Act 1998.

However the setting will share information as part of its day to day work in order to safeguard and protect children from harm but also to work together to support families to improve outcomes for all. This may involve liaison with Police, Children's Social Care, participation in multi-agency meetings, e.g. case conferences and participation in serious case reviews, if requested to do so (see section 17 of the Manual).

Claverham Day Nursery operates in accordance with Local Authority guidelines. Children's confidential records regarding safeguarding children will be shared with Social Care and Ofsted if at any time; the Nursery Manager feels the child's welfare is at risk.

The Nursery will maintain on-going contact with the registering authority Ofsted. Records will be kept of contact with other agencies. The nursery will endeavour to support and work with the child's family. However, the care and safety of the child will always be paramount and the primary responsibility of the nursery staff is to protect the child.

### **Further information on Preventing Radicalisation (this has been taken from Claverham Community College Safeguarding and Child Protection Policy July 2015)**

The Counter-Terrorism and Security Act, which received Royal Assent on 12 February 2015, places a duty on specified authorities, including local authorities and childcare, education and other children's services providers, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism ("the Prevent duty"). This guidance will be updated further to reflect the implications of the Prevent duty, which is expected to come into force later in 2015.

The Counter-Terrorism and Security Act 2015 will also place a duty on local authorities to ensure Channel panels are in place. The panel must include the local authority and chief officer of the local police. Panels will assess the extent to which identified individuals are vulnerable to being drawn into terrorism, following a referral from the police and where considered appropriate and necessary consent is obtained, arrange for support to be

provided to those individuals. The Act will require partners of Channel panels to co-operate with the panel in the carrying out of its functions and with the police in undertaking the initial assessment as to whether a referral is appropriate.

Schools and colleges which are required to have regard to Keeping Children Safe in Education are listed in the Act as partners of the panel. The relevant provisions of the Act will come into force on 12 April 2015 but many local authorities already have Channel panels set up in their area.

An East Sussex Channel Panel has been set and links to information and training can be found here;

<http://intranet.escc.gov.uk/sites/ASC/StaffInfo/subject/SAAR/Pages/PREVENT.aspx>

### Channel Training

'Channel' is the name for the process of referring a person for early intervention and support, including:

- identifying people at risk of being drawn into terrorism
- assessing the nature and extent of that risk, and
- developing the most appropriate support plan for the people concerned.

The Channel process is about safeguarding children, young people and adults from being drawn into committing terrorist-related activity. It is about early intervention to protect and divert people away from risk before a crime occurs.

You can complete a short general awareness course online here:

[http://course.ncalt.com/Channel\\_General\\_Awareness/01/index.html](http://course.ncalt.com/Channel_General_Awareness/01/index.html)

Prevent is the pan-Sussex strategy for preventing vulnerable people from being radicalised into violent extremism:

The pan Sussex Prevent describes partner's (including schools) role in the Prevent agenda:

Sharing with colleagues

- Promote awareness of the PREVENT strategy within your organisation and partners, including the local risks, roles and responsibilities involved in its delivery
- Ensure colleagues and partners are aware of how to report any potentially relevant information or concerns
- Promote an understanding amongst colleagues and partners of how to identify indicators of terrorism
- Promote an understanding amongst colleagues and partners of how to identify potential signs of individual vulnerability to radicalisation.
- Indicators of terrorist activity

Link to East Sussex Violent extremism prevent guidance and Operational guidance for Adult Social Care and Children's Services

<http://intranet.escc.gov.uk/sites/ASC/StaffInfo/subject/SAAR/Pages/PREVENT.aspx>

The Department for education has published The Prevent duty Departmental advice for schools and childcare providers at:

<https://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty>

### **Local Authority Designated Officer (LADO)**

The local authority has a designated officer (LADO) who is able to:

- Provide advice and guidance to employers, voluntary organisations and community groups
- Liaise with the police and other agencies
- Be involved in the management and oversight of individual cases
- Ensure cases are dealt with as thoroughly, fairly and as quickly as possible

Allegations may arise in a number of ways: e.g. a report from a child; complaint from a parent/carer; or a concern raised by another adult within the organisation. An allegation might concern someone's behaviour or actions within his/her employment or a voluntary activity, or within his/her family or private life.

Contact details for the LADO: **AMANDA GLOVER** 01323 466606

### **Quality and Assurance**

Claverham Day Nursery is registered with Ofsted as a provider of childcare on non domestic premises on the Early Years register, the compulsory part of the Childcare Register and the voluntary part of the Childcare Register and is required to meet the Requirements of the Early Years Foundation Stage 2012. These registers clearly state the minimum standards that must be met by law.

As a consequence, the nursery is subject to routine and regular inspection by Ofsted. The most recent Ofsted report is available to view in the setting or online at [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

The Ofsted SEF is used to evaluate and monitor our setting.

### **Commissioning and Procurement**

Any external agencies visiting the premises must respect this setting's policies and procedures at all times and not discuss overheard conversations or information regarding children and families outside the setting. Any concerns regarding safeguarding must immediately be advised to the Lead Person or if concerns relate to that member of staff the complainant must contact the Local Authority Designated Officer (see section 20 of the Manual).

Breaches of this Safeguarding Policy by external contractors or visitors will be taken very seriously and appropriate action will be taken.

### **Whistleblowing and Complaints**

- A separate complaints procedure exists which should be followed by any individual who has concerns about staff or practice in the setting.
- All concerns regarding Safeguarding must be directed to the Lead Person.
- If the complaint relates to the Lead Person, the complaint must be directed to the Registered Person.
- If the complaint relates to the Registered Person, the complainant must contact the Local Authority Designated Officer and Ofsted. See also section 20 of the Manual.

Claverham Day Nursery recognises that children cannot be expected to raise concerns in an environment where staff fail to do so. All staff are aware of their duty to raise concerns, where they exist, about the management of safeguarding children, which may include the attitude or action of colleagues. If necessary, they should speak with the Nursery Manager, the Nursery Line Manager or with the LADO. Please see the Nursery's Whistle Blowing Policy.

### **Breaches of policy**

Breaches of this policy will be taken very seriously and disciplinary action will ensue for members of staff. A separate Code of Conduct describes this process in more detail.

### **Useful Contacts**

Ofsted	0300 1231231	
Duty and Assessment Team East	01424 724144	Hastings and Rother
Duty and Assessment Team West	01323 747373	Eastbourne, Hailsham and Seaford

### **Out of Hours Emergency Duty Service**

Monday to Thursday: 5pm to 8.30am	01273 335906
Weekends: Friday 4.30pm to Monday 8.30am	01273 335905

### **Local Authority Designated Office (LADO) Amanda Glover:**

01323 466606 or 07825 782793

If the LADO is not available, contact the Head of Children's Safeguarding or the relevant Duty and Assessment Team as above.

**Head of Children's Safeguarding** 01273 481289

**Single Point of Access (SPOA)** 01323 464222

Email: [0-19.SPOA@eastsussex.gov.uk](mailto:0-19.SPOA@eastsussex.gov.uk)  
Email: [0-19.SPOA@eastsussex.gcsx.gov.uk](mailto:0-19.SPOA@eastsussex.gcsx.gov.uk)

**Children's Services**

**Stuart Gallimore**  
Director of Children's Services

Planning and Performance Management  
St Mark's House  
14 Upperton Road  
Eastbourne  
East Sussex  
BN21 1EP

Telephone: (01323) 466612  
Fax: (01323) 466659

[www.eastsussex.gov.uk](http://www.eastsussex.gov.uk)



Date as Postmark

Dear Parent/Guardian

**Child Protection Regulations**

**This letter is distributed to all parents using registered childcare in East Sussex, and has been given to you for information only.**

As you may know, the valuable services offered by childcare providers for children under 8 years are subject to regulation by Ofsted. The purposes of regulation are to protect children, to provide reassurance to people who wish their children to be looked after, and to ensure that the services meet specified standards. It is only after these standards are met that a provider of childcare services is registered. Ofsted inspectors continue to carry out inspections following registration.

Your provider of childcare has given a commitment for the safety and protection of children and they are expected to make their individual policies and procedures clear to you. This includes their policies and procedures for Child Protection and for dealing with concerns and complaints from parents.

A registered childcare provider has a legal duty to follow the Child Protection Procedures which have been drawn up by the Local Safeguarding Children Board. A copy of these procedures can be found in the local library. Under these procedures, childcare providers have to report any suspicions they have that a child may have suffered, is suffering, or is at risk of suffering significant harm to the County Council's Children's Social Care department. It is then the responsibility of Children's Social Care staff to decide what action, if any, needs to be taken.

Such situations are always distressing but nevertheless the law is clear that the welfare of children is the paramount concern. The Sussex Procedures state that in the event of an inquiry, parents will be afforded the right to honesty, full information as appropriate and the opportunity to express their views and challenge actions.

If you require further guidance about any aspect of the responsibilities of registered providers, please contact the **Standards and Learning Effectiveness Service on 01323 463026 and ask for the Early Years Foundation Stage Improvement Officer for your area.**

Yours sincerely,



Amanda Glover, LADO Safeguarding Unit  
Reviewed September 2016

### SETTLING IN POLICY

It is important for us all to meet before your child starts nursery. We offer two pre visits prior to starting at Claverham Day Nursery where you and your child can meet the staff and children, this also gives you time to talk with your key worker to ensure a smooth entry. Every child is an individual and no one can be sure how a child will react to starting nursery. Some children will settle quickly and others will need more reassurance. When you come for a pre-visit please make sure you sign the visitor's book in the hallway.

Two weeks prior to commencing nursery, the child's parent will contact the nursery to arrange settling in visits. These visits will be free of charge.

- The first visit will last approximately 1 hour and will give parents the chance to meet the children and the staff members in the group. Prior to the first pre-visit parents will receive a 'what you need to know about my child' form that needs to be filled in as you know your child better than we do and it give the practitioners a starting point for your child. We ask you to bring this to the first visit so we can talk through it then. This also gives the child's Key Person points to work from and therefore they can plan accordingly.
- Any outstanding paperwork issued during this visit is to be completed before the child commences at nursery.
- At the second visit, the child will be left for a short period without their parent - we suggest approximately an hour.
- Staff will give parents feedback on their child during visits and more visits may be arranged if it is felt that this is necessary.
- NB All visits must be booked by the Nursery Manager or Deputy Manager.

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help, friendship and to be able to share with their parents afterwards the new learning experiences enjoyed at Claverham Day Nursery. We also want parents to feel welcome and involved from the beginning. In order to accomplish this, we aim to create a partnership with parents in the following ways:

- Creating opportunities for the exchange of information, using amongst other resources a copy of the nursery's brochure and a shared approach to the registration form.
- Ensuring plenty of opportunities for parents to inform the nursery about their children's current achievements and interests.
- Encouraging parents to visit the nursery with their children before starting at Claverham Day Nursery.

- Making clear to families from the outset that they will be welcome and supported at Claverham Day Nursery for as long as it takes to settle their child there.
- Reassuring parents whose children seem to be taking a long time settling in to nursery.
- Encouraging parents where appropriate to separate from their children for brief periods at first, gradually building up to longer periods if required.

Children cannot play or learn successfully if they are anxious or unhappy. Our settling in procedures aim to help parents and children to feel comfortable in the nursery and to ensure that children can benefit from what the group has to offer and feel confident that their parents will return at the end of the session/day.

Parents are invited to phone at any point during the day to check that all is well. Daily reports and verbal feedback will be given to parents of children in the Baby and Toddler rooms on how the child has settled into the nursery. Verbal feedback will be given to parents of children in the Family Room.

We hope that your child's time at Claverham Day Nursery will be a very happy and productive one. If you have any queries or if we can be of any help, please feel free to speak to Sarah or a member of staff at the nursery.

## **SLEEP AND CARE NEEDS POLICY**

### **Aim**

To provide restful periods appropriate to the child's needs.

To define what is understood as care needs, and establish guidelines to ensure that these needs are met.

### **Rationale**

All children have individual needs that vary greatly at different times of their development. For the purpose of this policy care needs are defined as essential requirements to keep a child happy, safe, secure and comfortable. This policy supports the Safeguarding and Welfare Requirements of the Statutory Framework for the Early Years Foundation Stage.

### **PROCEDURE**

#### **Care**

We all have a duty to care for the children at Claverham Day Nursery. The quality of care will depend on how carefully we carry out our responsibility through working with parents, colleagues, other professionals and most importantly our knowledge of individual children. All this knowledge is gathered through informal and formal forms of communication. Areas of care may include sleep requirements, nappy changes, toileting, intimate care routines, additional medical needs, feeding, behaviour support, communication, cultural needs, likes and dislikes and the celebration of special occasions.

#### **Sleep**

Provision is made (cot room, sleep room or partitioned area) for children who wish to relax, play quietly or sleep, equipped with appropriate furniture. This may be converted from normal play space providing children can rest and/or sleep safely without disturbance. Each child should have their own bed linen; sleeping children will be frequently checked at least every 10 minutes. We follow the Sudden infant death syndrome (SIDS) guidelines when putting a baby to bed:

- Lie baby on their back
- Place the baby's feet at the bottom of the cot / sleep mat to prevent wriggling down under covers.
- Never let a baby sleep with a pillow. Just use a firm mattress.
- Try to keep room temperature between 16 and 20°C - the ideal temperature is 18°C.
- Monitor how hot the baby gets.
- Keep the baby's head uncovered. Their blanket should be tucked in no higher than their shoulders.

When we check a baby and they are sweating or their tummy feels hot, we take off some of the bedding. It is normal for babies to have cool hands and feet.

All children should be on view to staff at all times of the day, this includes when they are sleeping or resting. Children should sleep on need or when they display distress through lack of sleep e.g. restlessness, irritability.

A rest place should be a warm, clean, relaxing, secure, quiet environment. After 10 minutes, any child who appears to be still wide awake must be asked if they want to return to the other activities.

Children needing at sleep at nursery will be placed in a cot, or on sleep mattress that conforms to safety standards.

Should a child arrive at the setting asleep in a pram we would not disturb the child from their sleep. The child would be closely monitored and checked a minimum of every 10 minutes. We would not place a child in our care for a sleep in a pram / buggy, unless the parent specifically asks for this practice to continue as they would do in their home setting. If the child is unable to settle in a bed / mattress or the child becomes distressed then a decision would be taken regarding how we can best meet the needs of the child. This may result in the child placed in a pram / buggy to settle them and this will be discussed with parents on pick up at the end of the session.

For all other children quiet periods of the day should still satisfy their needs.

In the event of an unexplained death at Claverham Day Nursery the Sussex Child Protection and Safeguarding Procedures will be followed.

Guidance on Reducing the risk of cot death for parents can be found on the Parents Noticeboard.

### **Feeding**

There is a separate kitchen area that is equipped to provide healthy meals, snacks and drinks for children.

Suitable sterilisation equipment is used for the sterilisation of babies' feeding equipment and dummies. The Sterilising and Bottle Feeding Policy is followed.

### **Kitchen/Food Prep Cleaning**

The kitchen must be cleaned to the standards of the Environmental Health requirements. This should be a systematic approach carried out by the Kitchen Assistant. The cleaning duties should follow Safer Food Better Business guidelines and the recording of this cleaning carried out daily. The Food Safety Management Procedures the nursery run by should be followed.

It should be the responsibility of the Kitchen Assistant to oversee the cleanliness of the kitchen. Any concerns should be discussed with the Nursery Manager.

All cleaning materials should be stored in a secure and safe place and a COSHH risk assessment completed on each product.

### **SOCIAL NETWORKING POLICY**

**There are too many sites to mention them all by name. This policy covers them all.**

It is important when using social networking sites such as Facebook or Twitter that staff maintain confidentiality and ensure proper practice at all times. This is to protect the children, parents & families of Claverham Day Nursery along with the staff. It is also to guard the nursery reputation and the staff's own personal reputation.

Staff guidelines when using social media sites include but are not limited to

- Staff must not mention any of the children from the nursery on their online profiles
- Staff must not write direct or indirect suggestive comments about work on their online profiles
- Staff must not publish photos of the children on their online profiles
- Staff must not publish photos of other staff while in the nursery on their online profiles
- Staff must not write anything about other staff members on their online profiles
- Staff must not use mobile phones to take photos in the nursery or to access social networking sites during their working hours
- Staff must not mention any of the companies that Claverham Day Nursery works with on their online profile
- In order to maintain professional boundaries staff should not accept personal invitations to be friends from parents of the nursery unless they know them in a personal capacity
- Staff members are advised to set their online profiles to private so that only friends are able to see their information.
- Staff are responsible for adhering to the terms of service of each site they use
- Personal profiles should not contain any images or videos which may be perceived as inappropriate behaviour for a childcare professional
- Staff will not have the nursery name anywhere in their personal profile.
- Any breaches of the Social Networking Policy could result in disciplinary action.

#### **Facebook**

Claverham Day Nursery has two Facebook pages - one closed and the other open to the public.

#### **CLOSED FACEBOOK PAGE:**

This closed page will show photographs and videos of what the children have been doing at nursery during the day. Parents are also able to upload photos to the page (e.g. of their child growing flowers that were sent home from nursery, meeting the nursery scarecrow at Battle Scarecrow Festival, or going to Pirate Day in Hastings). Any photographs that parents post will be approved by the admin team.

If you have given your permission for your child to be on our closed Facebook page you will need to find the group 'Claverham Day Nursery' on your personal page and then ask to join the group. A member of the admin team will then accept you. When your child leaves the nursery you will be removed from the group.

### **OPEN FACEBOOK PAGE:**

This is a public page and is a communication and advertising tool for the nursery. We will use it to

- Promote certain events such as the Christmas Fair
- Give hints and tips for activities the children have enjoyed and home learning ideas
- To give news
- To show photos of activities and special events.

We also want to invite your thoughts, comments and reviews.

The Nursery Manager and Deputy along with the Line Manager from Claverham Community College are the page administrators and will update the page on a regular basis.

The page administrators reserve the right to remove any comments at any time. The intent of the policy is to protect the privacy and rights of the nursery, staff & families.

We will remove any postings that

- Name specific individuals in a negative way
- Are abusive or contain inappropriate language or statements
- Use defamatory, abusive or generally negative terms about any individual
- Do not show proper consideration for others privacy
- Breach copyright or fair use laws
- Contain any photos of children without necessary parental consent.

If you would like to report an inappropriate comment then please send an email to [nursery@claverham.e-sussex.sch.uk](mailto:nursery@claverham.e-sussex.sch.uk)

## TRANSITIONS POLICY

### **Aims**

- To meet the needs of the children and individual parents and carers at times of transition
- To work in partnership with parents/carers to ensure transitions are effective and successful
- To gather written information about each child given by parents/carers and children
- To ensure parents receive useful information about the nursery
- To share the settling in policy with parents/carers
- To provide opportunities for staff and parents to meet and discuss progress or concerns
- To work in partnership with other settings the child may attend.
- To work in partnership with other professionals involved with some children who have additional support needs and who may need enhanced transition arrangements.

### **Introduction and Overview**

Transitions concerns the changes a child encounters from one place to another, e.g. from home to nursery, changing rooms within the nursery setting, attending more than one childcare provision (or childminder) and starting school. Often, these transitions involve a process of change that requires them to adapt their thoughts, feelings and behaviours to meet new expectations.

Through the implementation of this policy, Claverham Day Nursery aims to work in partnership with parents/carers, practitioners from other settings and/or childminders and school staff to share information about the child and what support he or she may need. We offer support and understanding to the period of adjustment required by children and parents/carers as they adapt to change.

### **TRANSITIONS**

When something changes in a child's life, whether that's starting school or becoming a big brother or sister, they have to go through a transition. For children, any change to their routine can be really confusing and upsetting which is why it is important to prepare them and make sure the care they get is consistent. There are two types of transition - Horizontal and Vertical.

### **HORIZONTAL TRANSITIONS**

Horizontal transitions are transitions that take place over a day or a week, for example when a child is looked after by different people. Below are some examples of horizontal transitions that may happen within the nursery.

### **The transition from home to the setting**

At Claverham Day Nursery staff are sensitive to the needs of children and parents/carers when they first start to attend nursery, and have much experience in this area. Practitioners understand that all children settle differently in their own time and the nursery is able to accommodate the differing needs of individual children.

We offer support in the following ways:

- Information sharing, the child's starting point e.g. Learning Journeys which parents/carers are asked to contribute to and our Childcare Agreement form
- Settling-in sessions (as outlined in our Settling-in policy and Welcome Pack)
- Information for parents when their child first attends, e.g. Welcome Pack, copies of Policies and Procedures, the role of the key person
- Contact books in all rooms
- Daily Report sheets (in the baby) where information between practitioners and parents/carers can be exchanged
- Family photo books
- Favourite toys/comforters from home
- Special arrangements to support children who speak English as an additional language, or who have learning difficulties e.g. staff using words in the child's home language and obtaining support from outside agencies.

### **The transition between rooms**

Children move rooms the month after they turn 2 years old and 3 years old. They will move to the next room on the 1<sup>st</sup> of the month.

- Settling-in sessions arranged with the new room with the new key person
- Key people liaise with each other and share information, e.g. next steps and children's Learning Journeys
- Parents/carers can be shown around the new room again if requested

### **The transition from one provider to another during the nursery week**

When a child attends more than one setting or childminder we may make contact with them and share information to provide the best outcomes for the child. These include:

- We obtain permission from the parent/carer to make contact with the other setting/childminder
- Sharing information from the child's Learning Journey such as next steps
- Sharing behaviour strategies and planning ideas

### **VERTICAL TRANSITIONS**

Vertical transitions are transitions where a child will move on to something new such as a new nursery or child minder, moving to Reception at school or moving house for example.

Transitions that take place over a number of years, for example, when a child first starts at your early years setting and when they leave your care and start school, are known as vertical transitions. For children, any change to their routine can be confusing but these big changes can be particularly upsetting.

### **The transition from our setting to school**

We recognise that starting school can be a worrying time for children and their parents/carers, and the more that can be done to ease this transition, the more positive an experience it will be for all involved.

- We invite teachers staff to visit the child at the setting and make direct contact in particular where there are concerns about a child's behaviour or development
- We organise activities which reflect the transition process, e.g. school uniform role play and provide opportunities for children to express their concerns and fears
- We complete transfer documents and give assessments of a child's current progress within the EYFS
- For children attending more than one setting, the Profile must be completed by the setting where the child spends most time.

### **How parents/carers can support their child**

We understand the importance of parents/carers role in providing stability and continuity throughout the transition process for their child, the following are ideas for offering support:

- Preparing your child for nursery by explaining you will leave them but you will come back and ensure your child is used to being left with other adults sometimes
- Talk to your child about their key people
- Allow time to talk through your child's worries and concerns
- Share information about your child during settling-in sessions
- Be involved in the sharing of information between settings/childminder

## **FULL LIST OF POLICIES AND PROCEDURES**

Administration of Medication Policy  
Admissions Policy  
Allegations Against Staff, Volunteers and Students Policy  
Allegations Against Staff Child Protection Process Flow Chart  
Annual Leave and Lieu Time Policy  
Anti-Bullying Policy  
Application Form  
Arrivals and Departures Policy  
Attendance Management Procedure  
Bad Weather Arrangements  
Bereavement Policy  
Biting Policy  
British Values Policy  
Childcare Contract  
Child's Personal Details  
Children with English as an Additional Language  
Common Toy Safety Symbols  
Complaints Procedure  
Complaints Record Sheet  
Confidentiality Policy  
Contingency Plan for Staff Absences  
Crisis Management, Emergency and Disaster Policy and Procedures  
Data in Transit Policy  
Documentation Policy  
Drugs and Alcohol Policy  
E-Safety Policy  
Early Years Foundation Stage (EYFS) Policy  
Equality of Opportunities Policy  
Exclusion periods for illness and infectious diseases  
Extra Sessions Policy  
Fee Policy  
Fire Drill and Emergency Evacuation Plan  
Fire Safety Management Policy  
First Aid and Minor Injuries Record  
Food Policy  
Food Safety Management Procedures  
Gifted and Talented Children Policy

Glass/Plastics Breakage Policy  
Head Lice Policy and Procedures  
Health and Safety Policy  
Heatwave Policy  
HIV/AIDS Infected and Affected Children  
Hot Work Permit and Receipt of Permit  
Influenza Pandemic Policy  
Intimate Care Policy  
Key Person Policy  
Kitchen Daily Routine - Term Time  
Kitchen Daily Routine - Holiday Time  
Late and Uncollected Child Policy  
Late and Uncollected Child Incident Record  
Late Payment/Bad Debt Policy  
Manual Handling Policy  
Missing Child Policy  
Missing Child Record  
Mobile Phone and Camera Policy  
Nappy Changing Policy  
No Smoking Policy  
Notifiable Diseases Policy  
Observation, Assessment and Planning Policy  
Open Door Policy  
Oral Health Policy  
Outdoor Play Policy  
Parent/Carer Involvement Policy  
Parental/Carer Responsibility Policy  
Parents as Partners Policy  
Personal, Social and Emotional Development Policy  
Photograph and Video Policy  
Photograph and Video Consent Form  
Physical Development Policy  
Physical Intervention Policy  
Physical Intervention Plan  
Physical Restraint/Bullying Incident Report  
Positive Behaviour Management Policy  
Pre-Existing Injury Form  
Preventing Extremism and Radicalisation Safeguarding Policy  
Privacy Notice  
Recording Suspicious Marks on a Child  
Safeguarding Children Policy and Procedures  
Safeguarding Children - What to do if you're worried a child is being abused flow charts 1 - 5  
Setting Based Support Plan  
Settling In Policy

Sleep and Care Need Policy  
Social Networking Policy  
Special Educational Needs and Disabilities Policy  
Staff Agreement  
Staff Code of Conduct Policy  
Staff Deployment Policy  
Staff Development and Training Policy  
Staff Induction Policy  
Sterilising and Bottle Feeding Policy  
Student Placement Policy  
Suitable People Policy  
Suitable Premises, Environment and Equipment Policy  
Sun Safety Policy  
Supervision and Appraisal Policy  
Supervision Form  
Supervision of Children Policy  
Toilet Training Policy  
Transitions Policy  
Use of Information Communication Technology (ICT) and Data Policy  
Visitor Policy  
Whistle Blowing Policy